

Covid-19 Self-Isolation Telemedicine Service User Satisfaction in Indonesia

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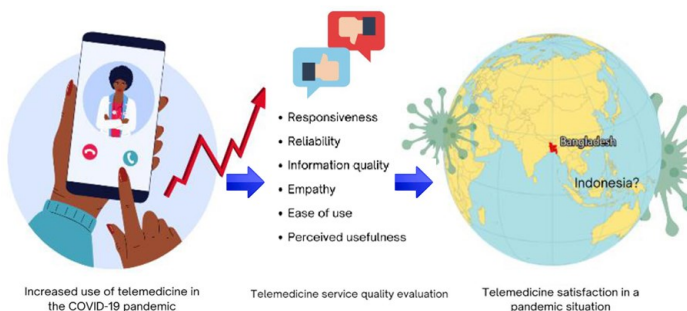
ABSTRACT

The Covid-19 Self-Isolation Telemedicine Service is established to reduce hospital occupancy rates amid peak Covid-19 cases. To develop better services, user satisfaction should be measured through service quality dimensions. This study aimed to determine the service quality dimensions of Indonesia's Covid-19 self-isolation telemedicine service. A cross-sectional design was utilized for this study. Out of 124,010 service users, data from a sample of 400 respondents were collected through online questionnaires. Service quality dimensions studied were responsiveness, reliability, information quality, empathy, ease of use, and perceived usefulness. Data were analyzed using the Spearman Rank correlation test. 91.7% of respondents were satisfied with the Covid-19 self-isolation telemedicine service. Responsiveness, reliability, information quality, empathy, ease of use, and perceived usefulness were correlated with user satisfaction, with the successive level of correlation (r): 0.474, 0.569, 0.485, 0.478, 0.569, and 0.478. All dimensions studied were correlated with user satisfaction at moderate and positive levels. However, few users were dissatisfied with the Covid-19 Self-Isolation Telemedicine Service. Several efforts are required to improve the service. This study provides new insights into telemedicine satisfaction in Indonesia because it analyzes the Covid-19 self-isolation telemedicine service provided by the Indonesian Ministry of Health for the first time.

ABSTRAK

Layanan Telemedisin Isolasi Mandiri Covid-19 dibentuk sebagai strategi dalam menekan angka keterisian rumah sakit di tengah periode puncak kasus Covid-19. Perlu diketahui aspek-aspek yang membangun kepuasan pengguna untuk mengembangkan layanan yang lebih baik ke depan. Tujuan dari penelitian ini adalah untuk menelusuri dimensi kualitas pelayanan yang berhubungan dengan kepuasan pengguna layanan telemedisin isolasi mandiri Covid-19 di Indonesia. Desain studi ini adalah potong lintang menggunakan kuesioner daring. Dimensi kualitas yang diteliti adalah daya tanggap, keandalan, kualitas informasi, empati, kemudahan penggunaan, dan manfaat yang dirasakan. Data dikumpulkan dari 400 responden dari 124.010 pengguna jasa dan dianalisis menggunakan uji korelasi Rank Spearman. Sebanyak 91,7% responden merasa puas dengan layanan telemedicine isolasi mandiri Covid-19. Daya tanggap, keandalan, kualitas informasi, empati, kemudahan penggunaan, dan kegunaan yang dirasakan berkorelasi dengan kepuasan pengguna, dengan tingkat korelasi berturut-turut (r): 0,474, 0,569, 0,485, 0,478, 0,569, dan 0,478. Semua dimensi yang diteliti berkorelasi dengan kepuasan pengguna pada tingkat sedang dan positif. Namun, beberapa pengguna tidak puas dengan layanan telemedisin isolasi mandiri Covid-19 sehingga diperlukan beberapa upaya untuk mengatasinya. Studi ini memberikan wawasan baru tentang kepuasan telemedicine di Indonesia karena menganalisis layanan telemedicine isolasi mandiri Covid-19 yang pertama kali diberikan oleh Kementerian Kesehatan RI.

GRAPHICAL ABSTRACT



Keyword

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INTRODUCTION

Nearly three years have passed since the beginning of the Covid-19 pandemic, which spread through droplets and led to a recommendation for the social distance that made it challenging to obtain health care. The increasing use of telemedicine during the Covid-19 pandemic indicated that many people were using telemedicine to receive medical care (Siboro et al., 2021). Telemedicine is one of the technological innovations in the health field. The term "telemedicine" refers to long-distance health treatments provided by medical personnel using telecommunication (Garcia et al., 2017). Telemedicine is a valuable strategy for lowering the potential of Covid-19 transmission between medical professionals and self-isolating patients. Through efforts in telemedicine, individuals with minor symptoms can receive care remotely, decreasing their exposure and enabling patients with severe symptoms to receive care in hospitals (Calton et al., 2020; Monaghesh & Hajizadeh, 2020; Portnoy et al., 2020; Vidal-Alaball et al., 2020). The use of telemedicine continues to increase as a form of health service transition that adapts to technology that allows the provision of medical services remotely using telecommunications.

Numerous nations around the world have established preventive measures against infection in larger populations through the use of telemedicine. Telemedicine has emerged as the spearhead of defence for medical professionals in Spain during the coronavirus pandemic to stop the spread of the virus and maintain social distancing so that hospital beds were accessible to patients with severe symptoms (Vidal-Alaball et al., 2020). A study in Argentina indicated that telemedicine use increased during the Covid-19 pandemic compared to the pre-pandemic period (Busso et al., 2022). In the case of India, which has a low patient ratio and is transitioning from the Covid-19 pandemic

mode to the "new normal", an online consultation platform can help alleviate the nation's heavy healthcare burden (Sageena et al., 2021).

The surge in Covid-19 cases has also triggered other problems, such as limited health resources. Indonesia only has four doctors per 10,000 people, while the WHO ideal standard is 1: 1000 (Paramita et al., 2018). The enormous number of Covid-19 cases has caused hospitals to reach their capacity (Davies et al., 2020; Sen-Crowe et al., 2021). According to the Latest Situation of Coronavirus Disease (Covid-19) by the Kementerian Kesehatan RI (2022b), as of April 8, a total of 6,019,981 people were confirmed positive for Covid-19, and as many as 155,288 people died due Covid-19. The Indonesian Health Ministry devised a strategy through collaboration with the Indonesian Telemedicine Alliance (Atensi), which oversees 17 telemedicine platforms to reduce hospital occupancy rates. The Covid-19 Self-Isolation Telemedicine Service is intended to provide online consultations and free medication delivery for Covid-19 positive patients with mild symptoms who are undergoing self-isolation. This service only reaches the Java-Bali area and will gradually expand throughout Indonesia. According to data, from January 17 to February 14 2022, about 124,010 Covid-19 self-isolated patients used this service (Kementerian Kesehatan RI, 2022a).

Telemedicine is relatively new in Indonesia. Before the pandemic, people tended to seek care offline rather than online. Tantarto et al. (2020) found that in Indonesia, patients who underwent conventional consultations reported being more satisfied than those who used telemedicine. In order to improve services, it is necessary to assess user satisfaction with the quality of telemedicine. The measure by which telemedicine users are satisfied can be assessed in several ways, including usability, dependability, and the ability to interact and resolve patient

issues. The benefits of telemedicine are known to be related to time savings, better accessibility, convenience, and cost efficiency (Aashima et al., 2021). Patient satisfaction was a source of data that could demonstrate the performance of telemedicine services (Kruse et al., 2017).

The quality of the Covid-19 self-isolation telemedicine service as a remedy for Indonesia's pandemic health issues must be evaluated as a benchmark for service success and to identify quality issues. Positive Covid-19 patients with mild symptoms were directed to use online self-isolation telemedicine services so that patients with moderate and severe symptoms would receive hospital treatment priorities. The quality of services offered by the provider has yet to live up to user expectations if users of telemedicine services do not have a positive perception or degree of satisfaction. A low level of satisfaction can discourage users from reusing telemedicine services or cause other problems, such as Covid-19 self-isolation patients not getting appropriate health services. According to Liu et al. (2021), upgrading service quality improves patient satisfaction with telemedicine and patient trust in the service's reputation, which both impact the patient's loyalty to telemedicine services. To improve services, it is necessary to assess the effectiveness of telemedicine as a digital health service. By analyzing the user's experience after the service, satisfaction is critical in evaluating service quality.

In the context of digitally based health services, user satisfaction is essential when determining the quality of services offered. The e-SERVQUAL and TAM models were adapted to assess user perceptions of telemedicine services by discussing the dimensions associated with user satisfaction (Hoque et al., 2021). The e-SERVQUAL model measures how well consumers think online services are provided. Similarly, the Technology Acceptance Model

(TAM) is a concept that describes how users perceive technology, in this case, telemedicine.

Hoque et al. (2021) developed a service quality evaluation measurement model by assessing responsiveness, reliability, information quality, empathy, ease of use, and perceived usefulness in the satisfaction of telemedicine users in Bangladesh. Their research found that the quality of information has a moderate and positive correlation, while the remaining service quality dimensions have a strong and positive correlation with user satisfaction. Bangladesh is a developing nation on the Asian continent, much like Indonesia, which is likewise a developing country. That was the rationale behind the necessity for future investigations into user satisfaction with telemedicine in other developing nations. The purpose of this study was to identify the service quality dimensions associated with user satisfaction of the Covid-19 self-isolation telemedicine service in Indonesia.

METHODS

This study employed a quantitative technique, cross-sectional design, and both descriptive and analytical observation. The data were collected online by filling out an online questionnaire via the internet in May and June 2022. The population in this study were 124.010 users of the Covid-19 self-isolation telemedicine service application who live in the Java - Bali region and have used consultation services and free drug delivery within the last six months. The data collected in the research is primary data, which is carried out through questionnaires to users of telemedicine service applications in the Java - Bali region. The sampling technique was carried out through the quota sampling method. A total of 400 respondents participated in this study. The survey invitation was sent via social media such as Twitter, Instagram, Whatsapp, and Telegram. Besides that, respondents were also reached by

Table 1
Respondents' Characteristic

Category	n = 400	Percentage
Age		
≤ 20	46	11.50%
21-30	253	63.30%
> 31	101	25.20%
Sex		
Male	121	30.20%
Female	279	69.80%
Education		
Secondary high school	192	48.00%
Diploma	15	3.80%
Bachelor degree	173	43.20%
Graduate	20	5.00%
Occupation		
Student	195	48.80%
Private sector	131	32.70%
Civil servant	38	9.50%
Housewife	10	2.50%
Freelancer	20	5.00%
Other occupation*	6	1.50%
Domicile		
Bali	36	9.00%
Banten	92	23.00%
Yogyakarta	37	9.30%
Jakarta	79	19.70%
Jawa Barat	93	23.30%
Jawa Tengah	33	8.20%
Jawa Timur	30	7.50%
Telemedicine Platform		
Halodoc	249	62.30%
Alodokter	123	30.70%
Other platform**	28	7.00%

Note: *Other occupation: Unemployed (3), Entrepreneur (2), Military/Police (1); **Other platform: SehatQ (10), AdoHealth (7), KlikDokter (6), Good Doctor (5)

looking up self-isolation telemedicine-related terms on social media.

Research questionnaires were used to collect information related to the conditions experienced by research respondents, which then became data to be analyzed. The independent variables in this study were service quality, which includes responsiveness, reliability, information quality, empathy, ease of use, and perceived usefulness. The dependent variable was telemedicine user satisfaction. The online questionnaire consisted of 16 positive statements and was filled out by respondents using a five-point Likert scale with the following statement: 5 to strongly agree, 4 to agree, 3 to neu-

tral, 2 to disagree, and 1 to strongly disagree. The measurement results of this research were between 4 and 5, which meant that the respondents agreed with the statement made by the variable. In contrast, a response of 1-3 indicates that the respondent disagrees with the statement.

The Spearman Rank correlation test was used to assess the correlation and level of strength of the relationship between user satisfaction and the quality of services of the Covid-19 self-isolation telemedicine service. The direction of the correlation is expressed in the form of positive (+) and negative (-). The intensity of the correlation is represented by the coefficient value, which varies between 0.000 –

Table 2
User's perception of Covid-19 Self-Isolation Telemedicine

Statements	Responses (%)					Mean	SD
	1	2	3	4	5		
User Satisfaction							
The telemedicine service met my expectations	0.3	1.0	8.5	46.8	43.5		
I am satisfied with the overall quality of the telemedicine service (online consultation and free drug delivery)	0.3	1.3	6.0	47.0	45.5	4.3	0.5
I am interested in using the telemedicine service again next time	0.0	1.3	6.5	44.0	48.3		
Responsiveness							
The telemedicine service is available when I need it	0.0	1.0	4.0	50.8	44.3	4.3	0.5
Doctors on the telemedicine service respond immediately	0.3	0.5	6.0	45.3	48.0		
Reliability							
Services provided by telemedicine are delivered on schedule	0.5	1.8	7.3	49.0	41.5	4.3	0.5
Doctors on the telemedicine service handle problems professionally	0.0	0.8	7.0	42.8	49.5		
Information Quality							
The telemedicine service provides information that is clear and easy to understand	0.3	0.5	6.0	44.5	48.8	4.4	0.5
It was easy to find the information I needed on the telemedicine service	0.0	1.0	5.8	43.0	50.3		
Empathy							
Doctors in the telemedicine service give me personal attention	0.3	3.3	12.0	42.5	42.0	4.2	0.6
The telemedicine doctor understands my specific needs	0.0	3.0	7.0	46.3	43.8		
Ease of Use							
I find the telemedicine service simple and easy	0.0	0.8	6.8	47.0	45.5		
I believe that using this telemedicine service will be beneficial for me	0.0	0.8	6.0	45.8	47.5	4.3	0.5
I felt that the telemedicine service was comfortable to use	0.0	0.8	5.5	49.5	44.3		
Perceived Usefulness							
The telemedicine service improved my access to health services	0.0	0.8	5.5	49.5	44.3	4.3	0.5
The telemedicine service saves travel time to health facilities	0.0	0.5	5.3	33.3	61.0		

0.199 (very weak); 0.200 – 0.399 (weak); 0.400 – 0.599 (moderate); 0.600 – 0.799 (strong), and 0.800 – 1,000 (very strong).

All respondents in this study were given explanations about the research objectives and their rights before they filled in the online questionnaire that indicated their willingness as a respondent. The Health Research Ethics Commission, Faculty of Health Sciences, Syarif Hidayatullah Jakarta State Islamic University has granted an Ethic Approval Letter No Un.01/F.10/KP.01.1/KE.SP/04.08.027/2022 to this research.

RESULTS

Table 1 demonstrated that the majority of respondents were aged between the ages of 21 and 30 (63.3%) and females (69.8%). Most of them were students (48.8%), had completed secondary high school education (48.0%), and the respondents came from various domiciles, as indicated by 23.3% of them residing in Jawa Barat, Banten, with as much as 23.0%, and Jakarta with a percentage of 19.7%. Furthermore, the percentage of respondents who used Halodoc as a Covid-19 Self-Isolation Telemedicine platform was 62.3%.

Table 3
Correlation of service qualities with Users' Satisfaction

Dimensions	r	P-value	Levels
Responsiveness	0,474	0,000	Moderate
Reliability	0,569	0,000	Moderate
Information quality	0,485	0,000	Moderate
Empathy	0,478	0,000	Moderate
Ease of use	0,569	0,000	Moderate
Perceived usefulness	0,478	0,000	Moderate

According to [table 2](#), 91.7% of respondents were satisfied with the Covid-19 Self-Isolation Telemedicine Service. However, this study also found that 8.3% of respondents were dissatisfied with the Covid-19 self-isolation telemedicine service. In terms of this dissatisfaction, several respondents did not agree with the statement that the services provided by the Covid-19 self-isolation telemedicine service were in line with expectations. Several respondents also disputed the desire to use the services again in the future.

This study also discovered that most users agreed with the statements mentioned regarding the Covid-19 Self-Isolation Telemedicine quality. Refer to [table 2](#) in detail, the statement of the agreement was stated by 94.2% of respondents for responsiveness, 91.4% of respondents for reliability, 93.3% of respondents for information quality, 87.3% of respondents for empathy, and 93.2% of respondents for ease of use, and as many as 94.0% of respondents for perceived usefulness.

Nevertheless, several respondents appeared to disagree with the statements made for each of the variables studied, as in [table 2](#). A considerable percentage of respondents (12.7%) was found in the statements for the empathy variable. This illustrates that some respondents have differing views on the ability of the Covid-19 self-isolation telemedicine service to provide personal attention to its users and understand their specific wants and needs. Additionally, 8.6% disagreed with the statement about reliability,

indicating that some respondents thought the Covid-19 self-isolation telemedicine service could not deliver the promised service effectively and reliably in terms of professionally resolving issues.

From [table 3](#), it can be seen that all service quality was related to user satisfaction. In addition, it was also discovered that there is a somewhat moderate and positive correlation between user satisfaction and all other elements of service quality, namely responsiveness ($r = 0.474$), reliability ($r = 0.569$), information quality ($r = 0.485$), empathy ($r = 0.478$), ease of use ($r = 0.569$), and perceived usefulness ($r = 0.478$).

DISCUSSION

A prior study in Bangladesh by [Hoque et al. \(2021\)](#) was consistent with the data of our research, which also discovered that service quality was correlated to patient satisfaction with telemedicine. Furthermore, their study found that information quality has a moderate and positive correlation. In contrast, other dimensions of service quality have strong and positive correlations with user satisfaction, such as responsiveness, reliability, empathy, ease of use, and perceived usefulness. It exemplified the differences between Indonesia and Bangladesh if certain aspects of telemedicine service users' satisfaction improved. Except for information quality, which in Indonesia and Bangladesh consistently has a moderate influence on the satisfaction of telemedicine users.

The high level of satisfaction with Covid-19 self-isolation telemedicine in Indonesia is considered because patients can do free consultations and medicine without the need to visit healthcare facilities. Additionally, the free service was considered one of the potential advantages for telemedicine users since they are free from consultation and delivery fees, allowing patients who are self-isolated to wait in isolation rather than travel directly to the pharmacy. This implies that patient's ability to avoid direct contact and maintain distance during a pandemic contributes to their satisfaction with telemedicine. A previous study supports that the pandemic's free shipping promotion impacts consumer purchasing decisions since it saves money, time, and hassle by avoiding direct transactions (Kapriani & Ibrahim, 2022). For people to keep using telemedicine services to access health care even after the pandemic ends, telemedicine providers must consider keeping certain promotions, such as free shipping.

Nonetheless, it was still found that some users disagreed with the statement regarding user satisfaction. This is likely due to possible barriers that may have reduced the intensity of consultations and delays in drug delivery. This study confirmed Handayani et al. (2021) result that Halodoc was the most well-liked telemedicine service platform in Indonesia, indicating that Halodoc was the most widely utilized telemedicine platform. These figures confirm that there is a concentration of patients solely on well-liked telemedicine platforms. The government, application providers, and delivery services must ensure their availability or even increase the number of couriers to prevent drug delivery delays when cases increase. To ensure that telemedicine services in Indonesia remain readily available even after the Covid-19 pandemic has ended, policy reforms ought to go in tandem with telemedicine's de-

velopment. The government is needed to determine policies related to legal and ethical issues in telemedicine, which revolve around online practice licensing, patient privacy rights and data protection, and liability in the event of loss (Al-Samarraie et.al., 2020; Kaplan, 2020).

Responsiveness

Responsiveness is the promptness with which service providers address user issues and complaints, which will decide whether or not customers are satisfied with the service. This study's findings revealed that some respondents disagreed with the service's ability to be readily available and provide a fast response. This might be due to the increase of patients when Covid-19 cases soared, causing the server to become inaccessible, as well as the possibility that most consultations were conducted via text chat, where the doctor should type the response, which slows down response time. Telemedicine users require prompt, professional responses to their concerns to feel secure (Sari & Wirman, 2021). Providers need to ensure the availability of doctors on the telemedicine platform so that they follow the telemedicine principles, namely on time, patient-oriented, effective, and efficient (Ramaswamy et al., 2020).

Reliability

Reliability is the ability to provide services that have been promised according to their functions and are reliable. This finding found that some respondents disagreed with the service provider's ability to provide services by the promised functions and professionalism in this study. This may be related to the late delivery of drugs that do not match the promised time. The preparedness of service providers can prevent bad judgments that discourage users from reusing and even result in other issues, such as Covid-19 positive patients not receiving proper health care. Letting users wait for no

apparent reason can lead to negative perceptions of service quality (Tantarto et al., 2020). The readiness of service providers needs to be ensured to avoid bad judgments that make users reluctant to reuse and even cause other problems, such as Covid-19 positive patients who do not receive proper health services. The assertion stated by Parmanto et al. (2016) that the reliability of telemedicine services is crucial for patient safety and that, in an ideal situation, the telemedicine system should be as dependable as conventional in-person services validate the urgency of this argument. Service provider readiness is essential to achieve satisfaction with remote care (Martinez et al., 2018).

Information Quality

The term "information quality" in this context refers to how users rate the quality of the information presented by telemedicine services (Garcia et al., 2017). Telemedicine users trust the credibility of doctors on digital consulting platforms such as Alodokter and Halodoc (Sari & Wirman, 2021). However, the ability of doctors as sources of information on telemedicine services needs to be trained so that consultations via text of limited duration can be optimal. The quality of information related to the suitability of information with user goals, including accuracy, format, and relevance of good information, will encourage sustainable use (Indriyarti & Wibowo, 2020). This study also found that respondents disagreed with the ability of the Covid-19 self-isolation telemedicine service to display and provide information clearly, easily understood, and quickly found according to user needs. In this study, we assessed the possibility that consultations were generally done via text chat, where patients had difficulty understanding information. The type of telemedicine consultation affects patient care patterns where consultation via video calls creates trust and a sense of security because the

doctor can be seen (Gabrielsson-Järhult et al., 2021). Further investigations need to be carried out to find out the difference in satisfaction between types of telemedicine consultations via text chat, telephone calls, or video calls.

Empathy

Empathy is the ability of service providers to create a sense of personalization and provide ease of communication. According to the study's findings, a considerable percentage of respondents disagree that service providers were able to pay particular attention to their customers and understand their specific needs. This viewpoint is based on the supposition that most Covid-19 self-isolation telemedicine services are delivered via text chat. Health communication is vital to how people perceive health care; patients need the doctor's attention through consultation to feel better about their sufferings. Empathy impacts telemedicine patient satisfaction when service providers know of them so that they can genuinely understand client needs and smooth interactions (Tantarto et al., 2020). Short-duration digital communication becomes challenging to show empathy optimally. Doctors should undergo training to advance their knowledge and abilities to encourage rather than dominate patient participation in consultations. Empathetic communication between doctors and patients fosters healthy relationships and efficient information sharing (Sari & Wirman, 2021).

Ease of Use

Ease of use is referred to how the assessment of users who use telemedicine services feel that using the service will provide better results (Garcia et al., 2017). In this study, some respondents still disagreed with the ease, convenience, and usefulness of telemedicine. Possibly because people are still unfamiliar with digital services and communicate with doctors re-

motely. The obstacles experienced by the Indonesians towards telemedicine are that they were unfamiliar with virtual meetings and running the internet (Widuri & Noor, 2021). In addition, the application's friendliness, the display's quality, and the ease of features affect the assessment of users of telemedicine services (Aldekhyyel et al., 2021; Indriyarti & Wibowo, 2020). Telemedicine applications offer convenience and comfort for users and can be a form of adaptation that can replace conventional healthcare practices so that health resources can solve other issues. Service providers and related parties need to socialize telemedicine more broadly.

Perceived Usefulness

Perceived usefulness is considered the benefits of telemedicine services for users in providing access and saving users time in obtaining health services. This study shows that some respondents do not agree that Covid-19 self-isolation telemedicine services can provide access and save time in obtaining health services. The possibility is related to the uneven distribution of services and the number of expeditions that are not balanced when compared to central areas such as Jakarta, causing obstacles because services and drug delivery are not immediately carried out. In favour of this, a paper by Ullhaque et al. (2022) discovered an association between the usage of telemedicine during the Covid-19 pandemic and patient satisfaction based on time and distance flexibility. According to Kamal et al. (2020) perspective, telemedicine can be beneficial in terms of faster services, lower costs, and time efficiency of health care. The Covid-19 self-isolation telemedicine service currently only covers a limited area of Indonesia. The government must distribute infrastructure fairly rapidly to allow telemedicine services to develop. This is required since Indonesia's use of telemedicine

was initially meant to resolve the problem of disparities in access to healthcare (Siboro et al., 2021).

CONCLUSIONS

Most of the respondents in this study were satisfied with the Covid-19 self-isolation telemedicine service. In addition, all service quality dimensions were moderately and positively correlated with user satisfaction. It is recommended to continue business strategies such as free shipping to lure customers, ensure the availability and expand the quantity of expedition couriers, intensify socialization and promote telemedicine applications through advertisements, provide digital communication training for doctors, and hasten the distribution of information communication technology infrastructure.

This study provides new insights into telemedicine satisfaction in Indonesia because it analyzes the Covid-19 self-isolation telemedicine service provided by the Indonesian Ministry of Health for the first time and applies a user satisfaction instrument previously tested in Bangladesh and then implemented for the first time in the Indonesian context. However, this study also has some limitations. First, this study's data collection was only carried out online through social media, distributed via Twitter, Instagram, Whatsapp, and Telegram, which may not reach telemedicine users who do not access these social media. The research sample was less able to represent the entire population. Second, it has the potential to be biased because it only relies on the memory power of the respondent. Third, this study only assesses services provided via chat. Hence, further studies analyze the difference in satisfaction between types of telemedicine consultation via text chat, telephone, or video call.

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AUTHORS' CONTRIBUTIONS

Aulia Wulandari: Conception or design of the work, methodology, software, data collection, data analysis and interpretation, drafting the article, critical revision of the article. Febrianti: Conception or design of the work, data analysis and interpretation, critical revision of the article. All authors read and approved the final manuscript.

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COMPETING INTERESTS

The authors confirm that all of the text, figures, and tables in the submitted manuscript work are original work created by the authors and that there are no competing professional, financial, or personal interests from other parties.

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