



# The Influence of Service Quality and Telemedicine Convenience on Patient Trust and Its Impact on Elderly Patient Satisfaction at Siloam Hospital Bekasi Sepanjang Jaya

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**ABSTRACT:** This study aims to analyze the influence of service quality and the convenience of telemedicine on patient trust and its impact on the satisfaction of elderly patients at Siloam Hospital Bekasi Sepanjang Jaya. The research employs a quantitative method with an associative approach. The population in this study consists of all elderly patients treated at Siloam Hospital Bekasi Sepanjang Jaya from January to September 2024, totaling 859 patients. A sample of 136 elderly patients was used. The analytical method applied is the SEM using SmartPLS (Partial Least Square). The findings indicate that service quality affects patient trust, telemedicine affects patient trust, service quality affects patient satisfaction, and telemedicine affects patient satisfaction, trust influences patient satisfaction, service quality mediated by trust influences patient satisfaction, and telemedicine mediated by trust influences the satisfaction of elderly patients at Siloam Hospital Bekasi Sepanjang Jaya.

**KEYWORDS:** Service Quality, Satisfaction, Telemedicine, Trust, Hospital

## I. INTRODUCTION

The increasingly tight competition in this era of globalization must be faced so that hospitals can continue to develop, so hospital management must have various strategies and policies in dealing with existing competition. This competition can also be caused by the number of hospitals that continue to experience growth. This study was conducted at Siloam Hospital Bekasi Sepanjang Jaya is a private hospital with class C, located in Bekasi, West Java. In March 2020, Siloam Hospital experienced a significant decrease in patient volume compared to the previous year. The number of inpatients decreased by 49% compared to the same period in 2019. The volume of outpatients also decreased by 55% compared to the same period the previous year (Siloam Hospital Annual Report, 2020).

Optimal hospital performance may be attained by enhancing patient happiness. According to Regulation No. 129/2008 issued by the Minister of Health, patient satisfaction serves as an indication of the Minimum Service Standards for hospitals. Satisfaction levels depend on the disparity between perceived performance and consumer expectations. Patients will experience disappointment if the hospital's performance falls short of expectations, but they will be very happy if it meets those expectations. In 2021, there was an increase in the number of inpatients at Siloam Hospital. The increasing number of cases of delta variant infection poses a risk of uncertainty for businesses in general such as Siloam Hospital. This is because Siloam Hospital has difficulty dealing with the high demand for inpatients in the hospital, the number of which is greater than the available bed supply (Siloam Hospital Sustainability Report, 2021). The gap between the number of patients and the available bed capacity can cause patient dissatisfaction. Siloam Hospital added a new feature called Siloam Online Feedback Aggregator System (SOFAs) in 2022. SOFAs is a feature that digitizes patient feedback and enables targeted service recovery within a certain period of time. This ensures that no patient complaints are missed, recording 79% First Resolution in less than 24 hours. Meanwhile, Siloam Hospital's rating on Google was 4.33 out of 5 in the same year (Siloam Sustainability Report, 2022). This assessment shows Siloam Hospital's efforts to improve its services to patients. Therefore, the satisfaction variable was chosen because patient satisfaction is a determining factor for hospitals in improving hospital performance and development in the future. This patient satisfaction variable has been widely studied by previous researchers with varying research results.

Patient satisfaction in this study can be influenced by patient trust. Trust is an attitude towards others where others are honest, kind, and will not harm. In the medical world, trust for patients is the patient's belief or expectation that the doctor will provide the best according to the patient's beliefs and expectations. Patients anticipate that their healthcare professionals will exhibit competence,



compassion, honesty, empathy, reliability, and a genuine concern in their well-being, while also expecting favourable outcomes from their consultations. Trust in the doctor-patient relationship is something that involves belief and dependence (Chandra, 2018). A high level of patient trust in the hospital makes patients feel confident and satisfied with the doctor's abilities and the services provided by the hospital, so this condition will affect patient satisfaction.

In this research, patient trust and satisfaction may be affected by service quality and the accessibility of telemedicine. Service quality has emerged as a trend for several firms to enhance their commercial success. If the service experienced aligns with the patient's expectations, the quality of service is regarded positively and satisfies the patient. If the service provided beyond the patient's expectations, the quality of service is regarded as outstanding. Conversely, if the service received by the patient is lower than what the patient expects, then the quality of service is perceived as low or poor. The use of telemedicine that is easily accessible and easy to use by patients will make it easier for patients to consult with doctors. Siloam Hospital itself adopts and offers a combination of technology and international quality standards to patients through telemedicine and teleconsultation in the MySiloam application. Access and ease of use of this telemedicine as well as good communication with doctors can affect patient trust and satisfaction.

Based on the description of the background and previous research on patient satisfaction research and the factors that influence it with different results, there is a gap research that allows other researchers to conduct further research with a similar theme. Therefore, the author is interested in conducting further research on patient satisfaction by submitting the title: The Effect of Service Quality and Ease of Telemedicine on Patient Trust and Its Impact on Satisfaction of Elderly Inpatients at Siloam Hospital Bekasi Sepanjang Jaya.

## II. LITERATURE REVIEW

### *Satisfaction*

Kotler & Keller (2018:36) Customer satisfaction is defined as the emotional response of joy or disappointment that occurs when individuals assess the performance or outcomes of a product against their expectations. Supranto (2016:44) defines customer satisfaction as a word used by consumers to encapsulate a collection of observable behaviours or activities associated with a product or service. If a buyer grins upon encountering a touted product or service, it indicates their contentment with what they saw.

According to Sumarwan (2016:322) Consumer satisfaction is the degree of contentment derived by comparing perceived performance with established expectations. Dissatisfaction is defined as the gap between actual results and one's expectations. The customer will be very happy if the performance lives up to their expectations and disappointed if it doesn't. Customer satisfaction and dissatisfaction are derived from the Expectation Disconfirmation model, which elucidates that these feelings result from the comparison between customer expectations prior to purchase and the actual outcomes of the product or service received. Customer expectations during a purchase take into account the product's functionality (product performance).

### *Trust*

Aljaffary et al. (2021) explained that patient trust is an important concept in health services that involves uncertainty and risk. Patient trust includes firm belief in the reliability, truth, or ability of someone or something. In health care, patient trust can be defined as the patient's belief in the assumption that doctors, nurses, midwives or other health workers are trustworthy and professional enough to care for them. Meanwhile, according to Robbins (2016), trust is a positive expectation or hope that others will not act opportunistically, either in words, actions, policies. Mowen & Minor (2016:213) assert that consumer trust encompasses all information held by customers, together with any inferences drawn by them about items, qualities, and advantages. Public trust is established by the community based on their collective knowledge. Understanding of image, reputation, and service quality have the capacity to influence trust. Mayer (2018) defines trust as an individual's readiness to be susceptible to another's activities, predicated on the anticipation that the latter would do certain acts significant to the trustor, irrespective of the capacity to oversee or regulate the other party.

### *Telemedicine*

Telemedicine generally refers to the use of information and communication technology, in conjunction with medical competence, to provide health services, including consultations, diagnosis, and medical operations, without spatial constraints or via distant means (Yuliaty et al., 2022). The World Medical The term "telemedicine" is used by the American Medical Association to describe the practice of distant medicine that relies on the transmission of patient records, images, and other information over

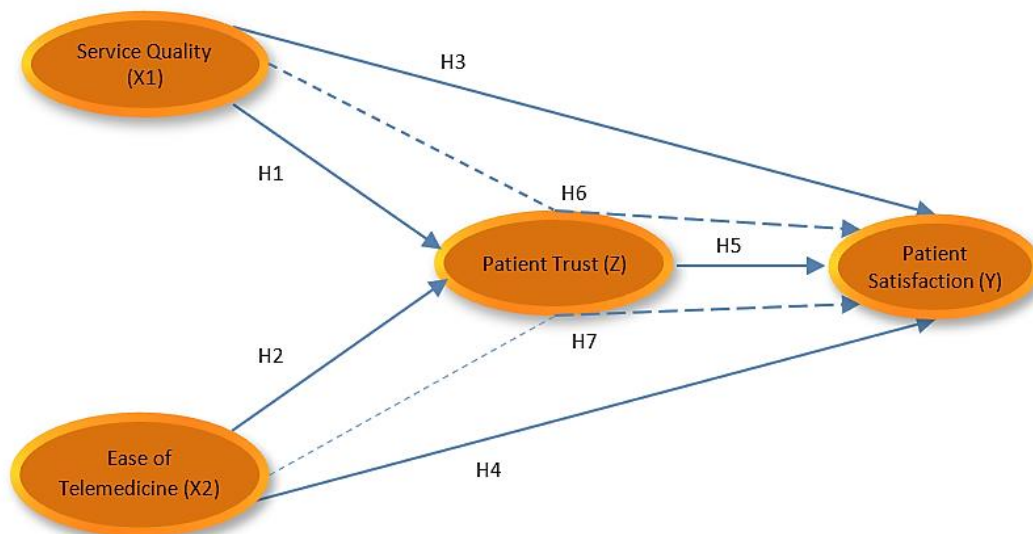
telecommunications networks for the purposes of diagnosis, treatment planning, and patient compliance (World Medical Association, 2018). Furthermore, telemedicine may take place between a physician and a patient or among many physicians and other healthcare workers (Wosik et al., 2020). Tapan in Anwar (2016) elucidates that the objective of telemedicine is to provide equitable health care throughout the nation's populace, enhance service quality particularly in distant regions, and reduce expenses relative to traditional techniques. Telemedicine aims to decrease referrals to physicians or healthcare services in urban centres, medical education institutions, and emergency situations. The advantages of telemedicine may extend to disaster zones, long-haul flights, and international visitors in recreational locales.

*Quality of Service*

Service quality is defined as the disparity between actual service delivery and customer expectations. Service quality may be assessed by evaluating client impressions of the services provided (Lupiyoadi, 2017:16). Maulina in Kalyani et al. (2022), explains service quality as the ability and results of service performance received by consumers themselves through an assessment of the quality of service they actually feel. A service's quality is the extent to which the service meets the requirements of the people who use it, as determined by the organisation or individual that owns the service. Because it meets patient expectations, service quality is crucial in hospital nursing care. High service quality will elicit favourable reactions from the public, including both potential and existing customers. Conversely, poor service quality may adversely affect the hospital's reputation, influencing the attitudes of both existing and prospective patients (Maryani et al., 2024).

*Conceptual Framework*

Patient trust will mediate patient satisfaction if the quality of service and ease of telemedicine can be improved. Therefore, the conceptual model of the research is as follows.



**Figure 1. Conceptual Framework**

Source: Author, 2024

**III. METHODOLOGY**

The used research technique is a quantitative approach using an associative framework. The subjects of this research were elderly patients treated at Siloam Hospital Bekasi Sepanjang Jaya from January to September 2024, amounting to 859 individuals. This research used a non-probability sampling method, namely purposive sampling, to identify the sample. Purposive sampling is a sampling technique predicated on certain attributes or criteria (Sugiyono, 2022). The criteria for determining the research sample are elderly patients who are > 65 years old and had used telemedicine during their treatment, so that 207 people were obtained. The number was then sampled based on the Slovin formula (Riduwan, 2016) and 136 patients were obtained. The data collection technique was carried out by means of a questionnaire. We used SmartPLS (Partial Least Square) 3.0, a Structural Equation Model



(SEM) method, to assess our study hypotheses. The PLS model is a kind of structural equation model (SEM) that relies on variance or components.

IV. RESULTS AND DISCUSSION

Convergent Validity

The outer loading, also known as the loading factor value, is used to assess convergent validity. An indicator is considered to have strong convergent validity if its outer loading value is more than 0.6.

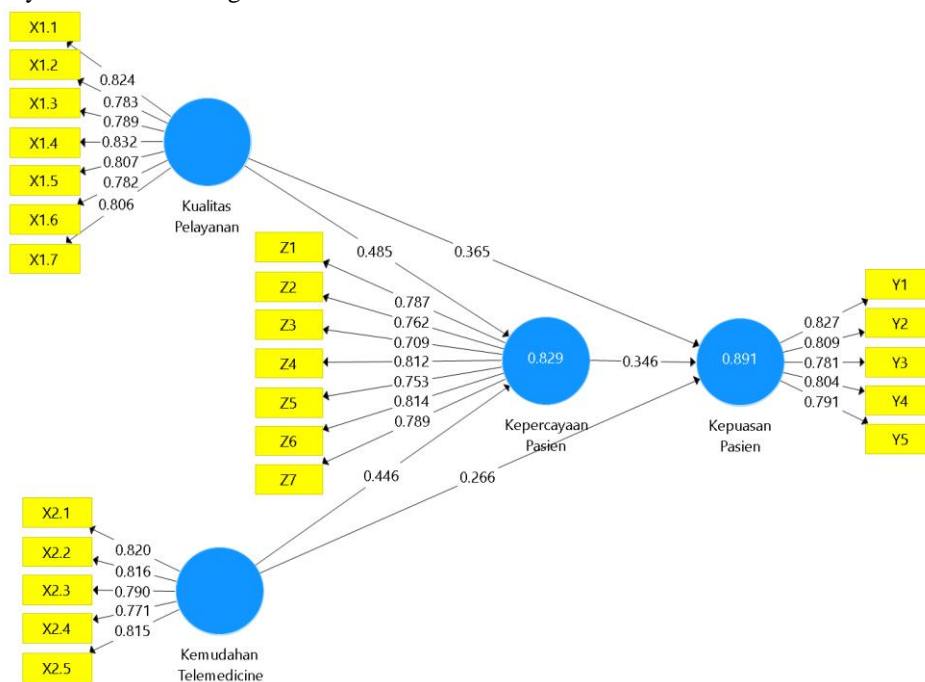


Figure 2. Outer Model (PLS Algorithm)

The following are the *outer loading values* for each research variable statement item:

Table 1. Outer Loading

Variables	Indicator	Outer Loading	Validity
Quality of Service (X1)	X1.1	0.824	Valid
	X1.2	0.783	Valid
	X1.3	0.789	Valid
	X1.4	0.832	Valid
	X1.5	0.807	Valid
	X1.6	0.782	Valid
	X1.7	0.806	Valid
Ease of Telemedicine (X2)	X2.1	0.820	Valid
	X2.2	0.816	Valid
	X2.3	0.790	Valid
	X2.4	0.771	Valid
	X2.5	0.815	Valid
Patient Trust (Z)	Z1	0.787	Valid
	Z2	0.762	Valid



Variables	Indicator	Outer Loading	Validity
Patient Satisfaction (Y)	Z3	0.709	Valid
	Z4	0.812	Valid
	Z5	0.753	Valid
	Z6	0.814	Valid
	Z7	0.789	Valid
	Y1	0.827	Valid
	Y2	0.809	Valid
	Y3	0.781	Valid
	Y4	0.804	Valid
	Y5	0.791	Valid

*Discriminant Validity*

This section will delineate the outcomes of the discriminant validity assessment. The discriminant validity test is conducted by examining the AVE value for each indicator, which must exceed 0.5 for an effective model. The following table presents the results of the *discriminant validity test*:

**Table 2. Average Variant Extracted (AVE)**

Variables	AVE	Validity
Quality of service	0.646	Valid
Ease of telemedicine	0.644	Valid
Patient trust	0.602	Valid
Patient satisfaction	0.644	Valid

*Composite Reliability*

Composite dependability is used to assess the dependability value of indicators associated with a variable. If a variable's composite reliability score is 0.7 or above, it may be said to meet the requirements for composite dependability. All of the study variables' composite reliability values are as follows:

**Table 3. Composite Reliability**

Variables	Composite Reliability	Reliability
Quality of service	0.927	Reliable
Ease of telemedicine	0.900	Reliable
Patient trust	0.914	Reliable
Patient satisfaction	0.900	Reliable

*Cronbach's Alpha*

The reliability assessment using composite reliability may be enhanced by use the Cronbach's alpha coefficient. A variable is deemed dependable or fits the criteria of Cronbach's alpha if its value exceeds 0.7. The subsequent values of Cronbach's alpha for each variable are as follows:

**Table 4. Cronbach Alpha**

Variables	Cronbach's Alpha	Reliability
Quality of service	0.908	Reliable
Ease of telemedicine	0.862	Reliable



Variables	Cronbach's Alpha	Reliability
Patient trust	0.889	Reliable
Patient satisfaction	0.862	Reliable

Inner Model Evaluation

The results of the evaluation of the Inner Model (structural model), which includes r-squared values, parameter coefficients, and t-statistics, are used to test hypotheses. Several elements, including the significant value between constructs, t-statistics, and p-values, must be considered in order to ascertain if a hypothesis is accepted or rejected. The hypothesis testing for this research was conducted using SmartPLS 3.0 software. The bootstrapping results reveal these values. This research employs the following criteria: t-statistics above 1.96, a significance threshold with a p-value of 0.05 (5%), and a positive beta coefficient. The outcomes of this bootstrapping research approach may be articulated as follows:

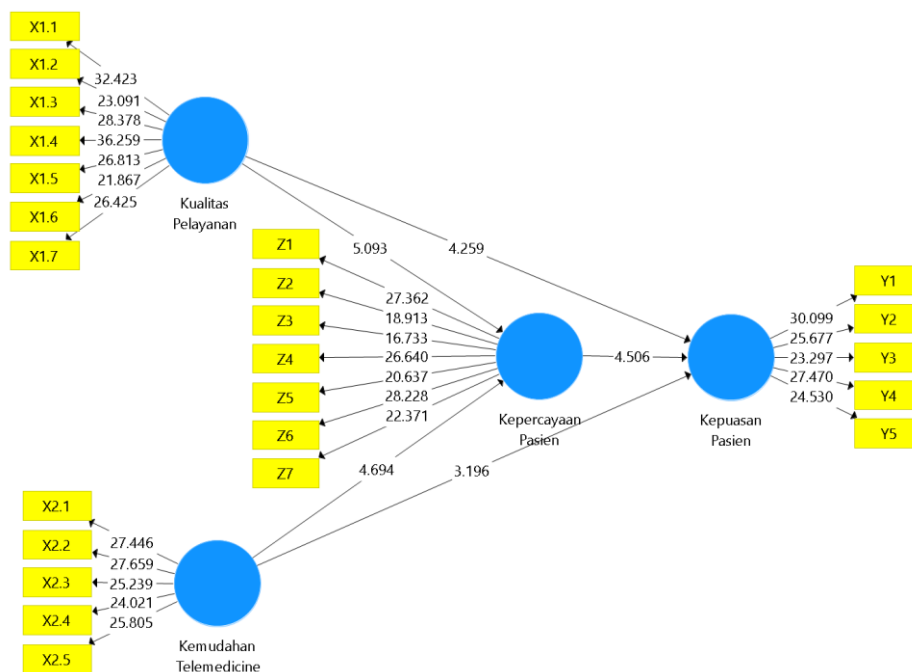


Figure 3. Inner Model (Boot Strapping)

Uji Path Coefficient

To demonstrate the strength of the impact or effect of the independent variable on the dependent variable, path coefficient evaluation is used. The R-squared value measures the degree to which exogenous variables impact the endogenous variable. The outer model scheme shown in the figure indicates that the main route coefficient for the service quality variable affecting patient confidence is 0.485. The second path coefficient for the telemedicine convenience variable on patient trust is 0.446. While the smallest value is shown in the telemedicine convenience variable on patient satisfaction of 0.266.

Goodness of Fit Test

Based on data processing that has been carried out using the smartPLS 3.0 program, the R-Square values of patient trust and patient satisfaction are obtained as follows:

Table 5. R-Square Value

Variables	R Square Value
Patient trust	0.829
Patient satisfaction	0.891



The R-Square value for the patient trust variable, as seen in the table above, is 0.829. This figure indicates that patient trust is accounted for by service quality and telemedicine ease at 82.9%, with the remaining 17.1% potentially impacted by other factors. The R-Square value for the patient satisfaction variable is 0.891. The factors of service quality, convenience of telemedicine, and patient trust account for 89.1% of the variance in patient satisfaction, with additional, unstudied variables accounting for the remaining 10.9%.

**Table 6. f-Square Value**

Variables	Patient Trust	Patient Satisfaction
Quality of service	0.222	0.161
Patient trust		<b>0.188</b>
Ease of telemedicine	0.188	0.089
Patient satisfaction		

Based on the table, it can be seen that the influence of service quality and ease of telemedicine on patient satisfaction through patient trust is obtained a value of 0.188 or 18.8%. This means that indirectly the quality of service and ease of telemedicine contribute an influence of 18.8% to patient satisfaction through patient trust, while the remaining 81.2% can be influenced by other factors that were not studied.

The evaluation of goodness of fit is determined by the Q-Square predictive relevance value, whereby a Q<sup>2</sup> value more than 0 signifies that the model has predictive relevance, but a Q<sup>2</sup> value less than 0 implies diminished predictive relevance. The calculation results for obtaining the Q-Square value with blind folding are as follows:

**Table 7. Results of Q<sup>2</sup> Values**

	SSO	SSE	Q <sup>2</sup> (=1-SSE/SSO)
Ease of telemedicine	680,000	680,000	
Patient Trust	952,000	483,030	0.493
Patient Satisfaction	680,000	296,427	0.564
Quality of Service	952,000	952,000	

Based on the table above, the Q-Square value for patient trust is 0.493 while for patient satisfaction it is 0.564. This shows that the Q-Square value is above 0. Thus, from these results, this research model can be stated to have good goodness of fit.

*Hypothesis Testing*

The direct impact of service quality and the convenience of telemedicine on patient trust, as well as the effect of patient trust on patient satisfaction, is shown by the path coefficients in the following table:

**Table 8. Direct Influence**

Hypothesis	Influence	Original Sample	T-Statistics	P-Values	Results
H1	Quality of service → Patient trust	0.485	5,093	0,000	Accepted
H2	Ease of telemedicine → Patient trust	0.446	4,694	0,000	Accepted
H3	Service quality → Patient satisfaction	0.365	4,259	0,000	Accepted
H4	Ease of telemedicine → Patient satisfaction	0.266	3,196	0.001	Accepted
H5	Patient trust → Patient satisfaction	0.346	4,506	0,000	Accepted



Indirect influence on service quality and The convenience of *telemedicine* on patient satisfaction through patient trust can be seen from the *total indirect effect* presented in the following table:

**Table 9. Indirect Influence**

Hypothesis	Influence	Original Sample	T-Statistics	P-Values	Results
H6	Service quality → Patient satisfaction is mediated by patient trust	0.168	3,152	0.002	Accepted
H7	Ease of telemedicine → Patient satisfaction mediated Patient trust	0.154	3,407	0.001	Accepted

*Discussion*

*The Influence of Service Quality on Patient Trust*

The study's t-value of 5.093 > 1.96 indicates a positive and statistically significant relationship between service quality and patients' confidence in the healthcare provider. With a path coefficient of 0.485, we may deduce that service quality accounts for 48.5% of the variation in patient trust and that the other 51.5% is attributable to confounding variables. Good service quality can also affect patient trust. Especially for elderly patients. It can be said that elderly patients need more treatment because their bodies are not as strong as patients who are still in their prime. Siloam Hospital Bekasi Sepanjang Jaya itself is obliged to provide extra services so that all the needs of elderly patients are met. That way, these elderly patients will remain confident in the quality of service provided so that they will not hesitate to seek treatment at Siloam Hospital Bekasi Sepanjang Jaya. The results of this study support the research conducted by Elizar et al. (2020), Fadah et al. (2021), Zahara (2024), Dharma et al. (2022), Amalia et al. (2023) stated that service quality has a significant influence on patient trust.

*The Impact of Telemedicine Convenience on Patient Trust*

Based on the research results, the t-value of 4.694 > 1.96 means that the ease of telemedicine has a significant and positive effect on patient trust. The path coefficient is 0.446, which means that the contribution of the ease of telemedicine to patient trust is 44.6% and the remaining 55.4% is another factor that was not studied. Siloam Hospital itself adopts and offers a combination of technology and international quality standards to patients through *telemedicine* and teleconsultation in the MySiloam application. It is no longer a common secret that most elderly people do not understand technology very well. This also applies to elderly patients who use MySiloam. The ease of access to the MySiloam application must be improved by considering the elderly patients who use it. Therefore, the hospital is required to provide easy-to-understand directions so that the MySiloam application can be maximized so that elderly patients can also use it. The results of this study support the research conducted by Velsel et al. (2017), Tiara & Antonio (2022) which stated that the ease of *telemedicine* has a significant effect on patient trust

*The Influence of Service Quality on Patient Satisfaction*

The study's t-value of 4.259 > 1.96 indicates a positive and statistically significant relationship between service quality and patient satisfaction. With a path coefficient of 0.365, we may deduce that some unstudied variables account for 63.5% of the variation in patient satisfaction and that service quality accounts for 36.5% of that variation. High levels of patient satisfaction with the hospital are influenced by providing high-quality service that meets patient expectations. Elderly patients at Siloam Hospital Bekasi Sepanjang Jaya who have received this extra service will feel more satisfied than other hospitals because Siloam Hospital dares to understand their greater interests. Therefore, Siloam Hospital Bekasi Sepanjang Jaya always provides quality services through competent health workers. That way, elderly patients will have a positive stigma towards the hospital. The results of this study support research conducted by Amalia et al. (2023), Engkur (2019), Chou et al. (2019), Elizar et al. (2020), which states that service quality has a significant effect on patient satisfaction.





### *The Impact of Telemedicine Convenience on Patient Satisfaction*

Based on the research results, the t-value of  $3.196 > 1.96$  means that the ease of *telemedicine* has a significant and positive effect on patient satisfaction. The path coefficient is 0.266, which means that the contribution of the ease of *telemedicine* to patient satisfaction is 26.6% and the remaining 73.4% is another factor that was not studied. The use of *telemedicine* that is easily accessible and easy to use by elderly patients will make it easier for patients to consult with doctors. Siloam Hospital itself adopts and offers a combination of technology and international quality standards to patients through *telemedicine* and teleconsultation in the MySiloam application. By prioritizing elderly users, elderly patients can maintain their satisfaction even though they are not served directly at the hospital. Therefore, the hospital is required to provide an explanation of how to use it directly as if elderly patients were in the hospital. The results of this study support research conducted by Shaverdian et al. (2020), Andar et al. (2023), Garcia et al. (2017), Kruse et al. (2017), which states that the convenience of *telemedicine* has a significant effect on patient satisfaction.

### *The Influence of Patient Trust on Patient Satisfaction*

The study's t-value of  $4.506 > 1.96$  indicates a positive and statistically significant relationship between patient trust and satisfaction. Since no other variable was considered for the remaining 65.4% of the variance in patient satisfaction, the path coefficient of 0.346 indicates that trust between patients accounts for only 34.6% of the total. Siloam Hospital Bekasi Sepanjang Jaya must pay close attention to the trust of elderly patients. As previously explained, elderly patients need extra care in all areas, especially in the field of technology. This can be done by asking directly or conducting a survey on patients, especially elderly patients because in general they will trust hospitals that serve them well. The results of this study support the research conducted by Susilo et al. (2020), Aladwan et al. (2024), Ambarwati et al. (2022), Engkur (2019), Chou et al. (2019) which states that patient trust has a significant effect on patient satisfaction.

### *The Influence of Service Quality on Patient Satisfaction Mediated by Patient Trust*

Based on the results of the study, the indirect influence of service quality on patient satisfaction through patient trust obtained a t-value of  $3.155 > 1.96$ , meaning that patient trust can mediate the relationship between service quality and patient satisfaction. Patient trust can partially mediate the relationship between service quality and patient satisfaction. This shows that partially service quality has a significant effect on patient trust and patient satisfaction. Likewise, patient trust has a significant effect on patient satisfaction. This means that for Siloam Hospital Bekasi Sepanjang Jaya, the satisfaction of elderly patients is formed from the trust generated from service quality that is above standard. So it can be said that Siloam Hospital Bekasi Sepanjang Jaya is obliged to maximize the quality of its services in order to maintain trust that results in satisfaction.

### *The Effect of Telemedicine Convenience on Patient Satisfaction Mediated by Patient Trust*

Based on the results of the study on the indirect effect of *telemedicine convenience* on patient satisfaction through patient trust, a t-value of  $3.407 > 1.96$  was obtained, meaning that patient trust can mediate the relationship between *telemedicine convenience* and patient satisfaction. There is a correlation between the convenience of telemedicine and patient happiness, and patient trust may mitigate this link to some extent. Trust and satisfaction among patients are greatly impacted by the degree to which telemedicine is easy to use. The same holds true for the relationship between patient trust and satisfaction. In other words, Siloam Hospital Bekasi Sepanjang Jaya with the MySiloam application can facilitate the use of *telemedicine* so that this convenience increases the trust of elderly patients in seeking treatment from outside the hospital which results in their satisfaction.

## V. CONCLUSION AND SUGGESTIONS

Based on the research findings on patient trust and satisfaction and the factors that influence it, it can be concluded that service quality has a positive and significant influence on patient trust at Siloam Hospital Bekasi Sepanjang Jaya. Furthermore, telemedicine's user-friendliness greatly impacts patients' faith in the system. In addition to the simplicity of telemedicine, which helps to boosting patient happiness, service quality has been shown to have a favourable and substantial influence on patient satisfaction. Simply said, patients are more likely to be satisfied with their hospital experience when they trust the staff. In addition, at Siloam Hospital Bekasi Sepanjang Jaya, patient trust may mediate both the service quality–satisfaction relationship and the telemedicine ease satisfaction connection. This shows that patient trust plays an important role in increasing their satisfaction with the services provided



There are several suggestions that are expected to be useful. First, the quality of service has been proven to have a significant and positive effect on patient trust and satisfaction. Therefore, the management of Siloam Bekasi Sepanjang Jaya Hospital is advised to maintain and improve the quality of service that has been running well. Efforts that can be made include ensuring that health workers appear according to hospital standards, service procedures are carried out correctly, are easy to understand, and are able to respond to patient complaints quickly and efficiently. In addition, it is important to have credible medical personnel, experts in their fields, and are friendly in serving patients. Second, the ease of telemedicine has also been proven to have a significant and positive effect on patient trust and satisfaction. Therefore, hospitals need to continue to maintain the ease of telemedicine services, such as facilitating patients in consulting with medical personnel, providing easy access to treatment from home, and ensuring patient comfort when using telemedicine services. Third, patient trust that has been proven to have a positive effect on patient satisfaction also needs to be maintained with various efforts, such as providing fair services to every patient, including BPJS patients, ensuring experienced health workers, and improving the quality of care and success of operations. Finally, for other researchers who want to conduct research with a similar theme, it is recommended to add other variables that can affect patient trust and satisfaction, and expand the research object so that it is not limited to Siloam Hospital Bekasi Sepanjang Jaya, so that the results obtained can be more optimal.

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