

The Effect of Public Perception on the Quality of Covid-19 Vaccination Services at the Lakologou Health Center, Baubau, Indonesia

Asmiddin¹, Suharny²

^{1,2} Universitas Dayanu Ikhsanuddin

DOI: <https://doi.org/10.37745/gjpsa.2013/vol11n12030>

Published February 4, 2023

Citation: Asmiddin and Suharny (2023) The Effect of Public Perception on The Quality of Covid-19 Vaccination Services at The Lakologou Health Center, Baubau, Indonesia, *Global Journal of Political Science and Administration*, Vol.11, No.1, pp.20-30

ABSTRACT: *This study aims to analyze the effect of public perception on the quality of Covid-19 vaccination services at the Lakologou Health Center, Baubau City, Indonesia. The research uses a quantitative research design with a survey approach. Data collection techniques in this study were distributing questionnaires, and collecting secondary data. The results showed that public perception had a positive and significant effect on the quality of the Covid-19 vaccination service at the Lakologou Health Center. This was shown through the results of the regression significance test. The level of closeness of the relationship and the influence of public perception on the quality of the Covid-19 vaccination service at the Lakologou Health Center. This means that changes that occur in the quality of Covid-19 vaccination services are influenced by public perception factors, the rest is determined by other factors not observed in this study. There is a significant regression effect and relationship between public perceptions of the quality of Covid-19 vaccination services at the Lakologou Public Health Center. This effect means that the increasing public perception will have an effect on improving the quality of Covid-19 vaccination services.*

KEYWORDS: public perception, service quality, Covid-19 vaccination

INTRODUCTION

Since the outbreak of Covid-19 in Indonesia in early 2020, the government has made every effort to provide maximum services through health facilities, especially at the community health centers, which are at the forefront in providing health services to the community. In an effort to overcome challenges during the Covid-19 pandemic, the President of the Republic of Indonesia formed a national team to accelerate the development of the Covid-19 vaccine through Presidential Decree No. 18 of 2020 issued on September 3 2020 regulates the formation of a Covid-19 vaccine development team under the supervision of the Minister of Economy. The Research and Technology Department is responsible for reporting to the President on the day-to-day work of the team. The President signed and issued a Presidential Regulation on 6 October 2020 regarding the procurement of vaccines and the implementation of vaccine plans in response to the Covid-19 pandemic.

The Covid-19 vaccine is one of the government's breakthroughs to fight and deal with Covid-19 in the world. The aim is to reduce the spread of Covid-19, reduce morbidity and mortality caused by Covid-19, achieve immunity and protect the public from Covid-19, so that it can protect society and the economy (RI Ministry of Health Director General of P2P, 2020). It cannot be denied that there are still many community groups who refuse vaccination. The group that refuses to be vaccinated has many reasons, ranging from health problems to religious reasons.

Based on the researchers' initial observations and available data, it can be said that the Covid-19 vaccination service at the Lakologou Health Center is suspected to be not optimal because of the number of people in the Lakologou Health Center working area who have not received Covid-19 Vaccination Dose 1, there are as many as 899 people (16.90%) and those who had not received the Covid-19 Dose 2 vaccination were 1,097 people (20.62%), and there were 5,120 people (96.22%) who had not received the Covid-19 Dose 3 vaccination.

The Covid-19 vaccination service at the Lakologou Health Center, which is not yet optimal, is likely to be influenced by public perceptions in the working area of this Health Center, which is not optimal. Mehrabian and Russell (Hardinto, 2019: 34) mention 13 dimensions to measure public perception criteria, namely education, age, gender, religion/belief, culture, marital status, knowledge, occupation, economic status, history of non-communicable diseases, history of Covid-19, vaccine safety and willingness to be vaccinated. The gap between theory and facts on the ground can be seen in that some people who have not received vaccine injections refuse to be vaccinated and are still undecided and confused.

This happens because there are many issues that affect information about the Covid-19 vaccine, such as the halal and safety factors of the vaccine. Public attention to the Covid-19 vaccine and the widespread spread of various false information and misinformation in society. Public perceptions that tend to be low on vaccinations can be seen from the educational aspect such as low public understanding of the benefits of the Covid-19 vaccination, ages such as the adult age group who tend to refuse vaccinations, religion such as the presence of certain parties who try to clash religious teachings with programs the vaccination, there are people with a history of potentially infected with Covid-19, there is a history of someone affected by Covid-19 not needing a vaccine injection, and there are still people who are not willing to be vaccinated.

LITERATURE REVIEW

Vaccines are biological products that contain antigens which when given to humans will actively develop special immunity against certain diseases (Committee for Handling Covid-19, 2020). Various countries, including Indonesia, are developing vaccines that are highly suitable for preventing SARS-CoV-2 infection on various platforms, namely attenuated virus vaccines, live attenuated vaccines, viral vector vaccines, nucleic acid vaccines, such as viruses. Vaccines (virus-like vaccines) and protein subunit vaccines. The purpose of making a vaccine is to reduce the spread of Covid-19, reduce morbidity and mortality from Covid-19, achieve group

immunity and protect the public from Covid-19, so that it can maintain social and economic productivity (Ministry of Health RI Director General of P2P, 2020: 4).

One of the main factors influencing the success of the Covid-19 vaccination is public perception of the vaccine. Community perception can be interpreted as a psychological process preceded by sensing in the form of observation, reminder and identification of an object. People can form different perceptions of the same stimulus because of three kinds of sensory reception processes, namely: selective attention, selective distortion, and selective memory. Selective attention, that is, the tendency for humans to filter out most of the information they encounter, means that marketers have to work quite hard to get consumers' attention. Selective distortion describes the tendency of people to interpret information in a way that will support what they already believe.

The dimensions of public perception according to Mehrabian and Russell (2019), in this study consist of:

- 1) Education means a person's formal education in developing something or information to make it better;
- 2) Age means the length of time of life counted from birth until now;
- 3) Gender refers to biological differences between men and women from birth;
- 4) Religion/belief means the belief of each individual from birth to adulthood;
- 5) Culture means the actions or behavior level of the people in an area in receiving the Covid-19 vaccine;
- 6) Marital status is categorized as living with a partner and not with a partner/not married;
- 7) Knowledge means the public's understanding of information about the use of the Covid-19 vaccine, the various types of Covid-19 vaccines, the contents in the vaccine, and the place of administration of vaccines and vaccines that have been injected in the community;
- 8) Work means an activity carried out by humans to maintain their lives;
- 9) Economic Status means seen from the monthly income earned in the family;
- 10) History of non-communicable diseases means if a person suffers from one type of disease such as heart disease, diabetes, rheumatism, cancer or tumors, stroke, traffic accidents and osteoporosis;
- 11) History of Covid-19 means a person who has suffered from Covid-19 and then recovered after taking treatment or recovered without special treatment;
- 12) Vaccine safety means people's assumption that the Covid-19 vaccine has no side effects;
- 13) Willingness to be vaccinated means people who are willing to receive vaccines to increase the body's immune system against the corona virus.

Service means providing services (serving) the needs of people or communities who have interests. Zeithaml and Berry (2015) state that in order to know the quality of service that is actually felt by consumers, there is an indicator for measuring consumer satisfaction which lies in the four dimensions of service quality factors according to what consumers say. The four servqual dimensions include the following sub dimensions:

1. Tangibles: service quality in the form of physical office facilities, computerized administration, waiting rooms and information points. This dimension relates to the modernity of the equipment used, the attractiveness of the facilities used, the neatness of the officers and the completeness of supporting equipment (pamphlets or flowcharts).
2. Reliability: the ability and reliability to provide trusted services. The dimension relates to the promise of getting things done as desired, handling consumer complaints, proper service performance, providing services according to the time promised and claims for recording errors.
3. Responsiveness: the ability to help and provide services quickly and precisely, and responsive to consumer desires. The responsiveness dimension includes, among other things: notification of officers to consumers about services provided, delivery of services quickly, willingness of officers to provide assistance to consumers and officers never feel busy to serve consumer requests.
4. Assurance: the ability and friendliness and courtesy of employees in assuring consumer trust. The assurance dimension is related to the behavior of officers who remain confident in consumers, consumers' feelings of security and the ability (knowledge) of officers to answer consumer questions.

RESEARCH METHODS

This study uses a quantitative design, namely research that demands accuracy, diligence, and a critical attitude in filtering population data through samples in terms of volume homogeneity and distribution because the data from this study are in the form of numbers that must be processed statistically, between the variables proposed have clear links so that the right statistical approach can be found to analyze the data found (Sugiyono, 2011:12).

Regarding the influence of public perceptions of Covid-19 vaccination services in the Lakologou Health Center work area by analyzing respondents' answers through questionnaires, observing and searching documents so that they can provide a detailed description of symptoms, conditions and links between independent and dependent variables. This research consists of two variables, namely public perception (variable X), and the quality of Covid-19 vaccine service (Y) as the dependent variable. The population of this study was all 5,321 people who were vaccinated, consisting of 3,880 people in Waruruma Village and 2,023 people in Lakologou Village.

The sampling technique in this study is probability sampling. The number of samples in this study were 192 people consisting of 97 people in the Waruruma Village and 95 people in the Lakologou Village. Data collection techniques used research instruments in the form of questionnaires, observations, and documentation studies. Data were analyzed with 2 types, namely descriptive analysis and inferential analysis.

RESEARCH RESULTS

Descriptive Analysis Results

The results of data analysis regarding respondents' opinions about the dimensions of education on the community perception variable at the Lakologou Health Center show that 5 answers or 1.3% said very good, 156 answers or 40.63% said good, 141 answers or 36.72% said Fairly Good, 56 answers or 14.58% said it was not good and 26 answers or 6.77% said it was very bad. The average score is 3.15, which means that the level of education of the respondents regarding the variable of public perception at the Lakologou Health Center is in a fairly good category, meaning that a person's education does not guarantee awareness of being vaccinated. This is caused by several reasons for not wanting to be vaccinated, such as congenital diseases, fear, thinking that vaccines are not needed yet, and not believing in Covid-19

The results of data analysis regarding respondents' opinions about the age dimension related to the community's perception variable at the Lakologou Health Center showed that 29 answers or 5.03% said it was very good, 187 answers or 32.47% said it was good, 262 answers or 45.49% said it was quite good, 83 answers or 14.41% said it was not good and 15 answers or 2.60% said it was very bad. The average score is 3.23, which means that the age dimension of the community perception variable at the Lakologou Health Center is in a fairly good category, meaning that some young people tend to refuse the vaccine because they think they are immune to Covid-19 infection, and are consumed by the hoax issue that vaccines can turn off. This also occurs in older people who have congenital diseases who do not want to be vaccinated for health reasons.

The results of data analysis regarding respondents' opinions about the dimensions of gender related to the community's perception variable at the Lakologou Health Center show that 7 answers or 2.46% said it was very good, 51 answers or 17.95% said it was good, 106 answers or 37.32% said it was quite good, 94 answers or 33.09% said it was not good and 26 answers or 9.15% said it was very bad. The average score is 2.71, which means that the gender dimension in the public perception variable at the Lakologou Health Center is in a fairly good category, meaning that gender does not provide a guarantee for being vaccinated, both men and women, some tend to want to be vaccinated against Covid-19 and some are who refuse or do not want to be vaccinated.

The results of data analysis regarding respondents' opinions about the dimensions of religion/belief related to the community's perception variable at the Lakologou Health Center show that 3 answers or 0.78% said very good, 39 answers or 10.16% said good, 136 answers or 35.42% said enough good, 166 answers or 43.23% said it was not good and 40 answers or 10.42% said it was very bad. The average score is 2.48 which means that the dimension of religion/belief in the public perception variable at the Lakologou Health Center is not in a good category.

The results of data analysis regarding respondents' opinions about the dimensions of cultural subvariables at the Lakologou Health Center showed that 83 answers or 21.62% said very good, 152 answers or 39.58% said good, 114 answers or 29.69% said Fairly Good, and 35 answers or 9.11% said it was not good. The average score is 3.74, which means that the cultural dimension of the community perception variable at the Lakologou Health Center is in a good category. The community does not have a complete understanding of the Covid-19 vaccination, which affects their level of trust in vaccines, where the assumptions that are believed and adhered to play a very important role in society, even though the predecessors may still suffer from a lack of access and information about the correct facts so that they get the wrong information.

The results of data analysis regarding respondents' opinions about the dimensions of marital status related to community perception variables at the Lakologou Health Center show that 10 answers or 2.6% said very good, 39 answers or 10.16% said good, 242 answers or 63.02.2% said Fairly good, 84 answers or 21.87% said it was not good and 9 answers or 2.35% said it was very bad. The average score was 2.89, which means that the dimension of marital status in the community perception variable at the Lakologou Health Center is in a fairly good category, meaning that there is no guarantee that someone is willing to be vaccinated, both married and unmarried young people. Marital status is one of the factors that influence people's perceptions of the co-19 vaccine, where married people tend to listen to opinions from their families regarding the co-19 vaccine so that it influences perceptions of the co-19 vaccine.

The results of data analysis regarding respondents' opinions about the dimensions of knowledge related to community perception variables at the Lakologou Health Center show that 20 answers or 5.2% said it was very good, 72 answers or 18.75% said it was good, 245 answers or 63.8% said it was quite good, and 47 answers or 12.24% said it was not good. The average score is 3.17, which means that the knowledge dimension of the public perception variable at the Lakologou Health Center is in a fairly good category, meaning that some respondents do not understand the importance and benefits of the Covid-19 vaccine and there are also respondents who want to be injected with the Covid-19 vaccine but the location and time Vaccinations often change so that people are confused about where and when to carry them out.

The results of data analysis regarding respondents' opinions about the dimensions of work related to community perception variables at the Lakologou Health Center showed that 13 answers or 3.38% said very good, 60 answers or 15.62% said good, 169 answers or 44.01% said quite good, and 127 answers or 33.07% said it was not good and 15 answers or 3.91% said it was very bad. The average score is 2.82, which means that the work dimension in the public perception variable at the Lakologou Health Center is in a fairly good category, meaning that people who have or do not have jobs have diverse perceptions of the implementation of the Covid-19 vaccine. Some of the people in the community have not accepted it either because they have avoided receiving the vaccine dose or have not had the opportunity to get a vaccine injection. This condition may be related to one's social environment, friends and level of education. People's willingness to vaccinate is still in doubt, that is, do they really want to do

what they want or are they forced to vaccinate in relation to where they work, so that people who have a good perception of vaccines cannot necessarily measure their level of acceptance of the co-19 vaccine.

The results of data analysis regarding respondents' opinions about the dimensions of economic status related to community perception variables at the Lakologou Health Center show that 9 answers or 2.34% said very good, 81 answers or 21.09% said good, 181 answers or 47.13% said quite good, 95 answers or 24.74% said it was not good and 18 answers or 4.69% said it was very bad. The average score was 2.92, which means that the dimension of economic status in the public perception variable at the Lakologou Health Center was in a fairly good category, meaning that low-income respondents tend to be confused about the choice of being vaccinated or not because they assume vaccines have nothing to do with work. Some respondents with high incomes are willing to be vaccinated because usually those with high incomes work as entrepreneurs or traders where the level of mobilization outside the area is quite high so that vaccines are a must for those who travel but there are some who do not want to be vaccinated for health reasons.

The results of data analysis regarding respondents' opinions about the dimensions of the history of non-communicable diseases related to the community's perception variable at the Lakologou Health Center showed that 12 answers or 2.08% said very good, 65 answers or 11.28% said good, 266 answers or 46.18% said quite good, 186 people or 32.29% said it was not good and 47 answers or 8.16% said it was very bad. The average score is 2.67, which means that the dimension of history of non-communicable diseases in the public perception variable at the Lakologou Health Center is in a fairly good category. This means that some respondents are not willing to be vaccinated because they are afraid of the disease they are suffering from, so they decide to focus on curing their disease rather than receiving the Covid-19 vaccine.

The results of data analysis regarding respondents' opinions about the dimensions of the history of Covid-19 related to the variable of public perception at the Lakologou Health Center show that 15 answers or 3.90% said very good, 85 people or 22.14% said good, 175 people or 45.57% said Fairly good, 73 answers or 19.01% said it was not good and 36 answers or 9.37% said it was very bad. The average score was 2.92, which means that the dimensions of the history of Covid-19 in the public perception variable at the Lakologou Health Center were in a fairly good category, meaning that some respondents had a history of Covid-19 so they felt they did not need to be vaccinated because antibodies had formed naturally, although some others had. infected with Covid-19 feel afraid of being infected again so they have to inject vaccines to make them more immune to corona virus attacks.

The results of data analysis regarding respondents' opinions about the dimensions of vaccine safety related to public perception variables at the Lakologou Health Center show that 9 answers or 2.34% said it was very good, 85 answers or 22.14% said it was good, 148 answers or 34.54% said it was quite good, 106 answers or 27.60% said it was not good and 36 answers or 9.38% said it was very bad. The average score is 2.8, which means that the dimension of vaccine safety in the public perception variable at the Lakologou Health Center is in a fairly

good category, meaning that there are sections of the community who still think the Covid-19 vaccine is not safe for the human body. was vaccinated a few moments later he experienced a fever and cough until he died. The medical team stated that it had nothing to do with the vaccine, but that society had placed a negative stigma on the Covid-19 vaccine.

The results of data analysis regarding respondents' opinions about the dimensions of willingness to be vaccinated related to the community's perception variable at the Lakologou Health Center show that 8 answers or 2.08% said very good, 78 answers or 20.31% said good, 176 answers or 45.83% said enough good, 104 answers or 27.08% said it was not good and 18 answers or 4.69% said it was very bad. The average score is 2.88, which means that the dimension of willingness to be vaccinated in the community perception variable at the Lakologou Health Center is quite good, meaning that some people are not willing to be vaccinated for various reasons, based on the vaccination report documents in the work area of the Lakologou Health Center, 83.10% have have injected dose 1, while those who have received the 2nd dose of 67.99% in this second dose have not reached the herd immunity target of 70% of the target population who received the vaccine.

The results of data analysis regarding respondents' opinions about public perceptions at the Lakologou Health Center showed that there were 223 answers or 4.23% saying very good, 1,150 answers or 21.80% saying good, 2,361 answers or 44.75% saying Fairly Good, 1,256 answers or 23.81% said it was not good and 286 answers or 5.42% said it was very bad. The average score is 2.96, which means that the public perception at the Lakologou Health Center is quite good, meaning that there are some people who have a negative perception of the Covid-19 vaccine, for example, the notion that vaccines can cause death, pregnant women should not be vaccinated, people who those who are old and have congenital diseases are prohibited from vaccinating, coupled with various kinds of information circulating on social media that vaccines contain pork so that some Muslims do not want to be vaccinated. The various negative assumptions attached to the Covid-19 vaccine are the reason for the low rate of receiving the second dose and booster doses. The results of this study are in line with research conducted by Yudhitio Edward (2021) based on a health survey by Indonesia, WHO and Unicef which said that not everyone accepts the Covid-19 vaccine.

The results of this study differ from the results of Ni Nyoman Ayu's research (2021) which found that the acceptance rate of the Covid-19 vaccine in Karangasem Regency was low and could hinder the achievement of Heard Immunity. In addition, it is also different from the results of Nurul Ainun's research (2021) in Bacukiki District, Pare-pare City, which concluded that people's behavior is still traditional which causes many perceptions to develop in society so that people do not believe in Covid-19, including the Covid-19 vaccine. The various research results above reinforce the opinion of Kotfler, 2002: 198 which says that perception is a process for someone to know, interpret, and remember and organize objects or things around them with the senses. Perception does not only depend on physical stimuli but also on stimuli related to the surrounding environment and the state of the individual concerned.

The results of the descriptive analysis of the respondents' opinions about the tangible dimensions of the quality of the Covid-19 vaccine service at the Lakologou Health Center show that there were 11 answers or 1.91% saying very good, 114 answers or 19.79% saying good, 326 people or 56.60% saying Good enough, and 125 answers or 21.70% said it was not good and 0% said it was very bad. The average score is 3.02, which means that the tangible dimension of the service quality variable for the Covid-19 vaccine at the Lakologou Health Center is in a fairly good category, meaning that the availability of facilities and infrastructure at the Lakologou Health Center are partially inadequate, so it needs regular additions or repairs so that it can provide the impression of good service to patients, of course, the existing facilities and infrastructure also need good care/maintenance so that they can support the performance of the Puskesmas in providing its main services, the Covid-19 vaccine.

The results of data analysis regarding respondents' opinions about the dimensions of reliability of the quality of service for the Covid-19 vaccine at the Lakologou Health Center show that 10 answers or 1.75% said it was very good, 98 answers or 17.19% said it was good, 335 answers or 58.77% said it was enough good, 96 answers or 16.84% said it was not good and 31 answers or 5.44% said it was very bad. The average score is 2.93, which means the reliability dimension of the quality of service for the Covid-19 vaccine at the Lakologou Health Center is quite good, meaning that some respondents think that the provision of the Covid-19 vaccine is always late/not on time due to the limited quota of vaccines for each region, so they have to look elsewhere. other places that offer Covid-19 vaccine services.

The results of data analysis regarding respondents' opinions about the dimensions of responsiveness of the quality of Covid-19 vaccine service at the Lakologou Health Center show that 29 answers or 7.55% said very good, 160 answers or 41.67% said good, 161 answers or 41.92% said enough good, and 34 people or 8.85% said it was not good and 0% said it was very bad. The average score is 3.48, which means that the responsiveness dimension of the public perception variable at the Lakologou Health Center is in a fairly good category, meaning that there are still some employees who are not disciplined in completing tasks so that work is piling up and the need for accuracy in providing services to patients is to give the impression and concern for the patient's condition.

The results of data analysis regarding respondents' opinions about the dimensions of quality assurance of the Covid-19 vaccine service at the Lakologou Health Center show that 48 answers or 12.5% said it was very good, 265 answers or 69.01% said it was good, and 71 answers or 18.49% said Fairly Good 0% said it was not good and 0% was very bad. The average score is 3.94, which means that the assurance dimension in the variable quality of Covid-19 vaccine service at the Lakologou Health Center is in a good category.

The results of data analysis regarding respondents' opinions about the quality of Covid-19 vaccination services at the Lakologou Health Center, show that 48 people or 2.58% said it was very good, 637 answers or 34.17% said it was good, 893 people or 47.91% said it was quite good , 255 people or 13.68% said it was not good and 31 people or 1.66% said it was very bad. The average score is 3.22, which means that the quality of the Covid-19 vaccination service at

the Lakologou Health Center is quite good, which means that there are still Health Center service facilities that need to be improved so that patients can get treatment or care while at the Health Center. Likewise, in the aspect of employee resources, it can be seen that there are still some employees who are not disciplined in completing tasks so that work is piling up and the need for accuracy in providing services to patients in order to give the impression and concern for the patient's condition.

The results of the service quality research above, are in line with the thinking of Zeithnal and Berry (2015) who said that in order to know the quality of service that is actually felt by consumers, there are indicators measuring consumer satisfaction which lie in the 4 dimensions of service quality factors, namely: Tangibles, Reliability, Responsiveness, and Assurance, Berry does not define the Empathy dimension as a factor that also influences service quality.

Inferential Analysis Results

The magnitude of the correlation coefficient which states the closeness of the relationship and the influence of public perceptions on the quality of Covid-19 vaccination services at the Lakologou Health Center is 0.575 or with a coefficient of determination (r^2) of 0.330. This means that 33% of the changes that occur in the quality of Covid-19 vaccination services are influenced by public perception factors, the remaining 67% is determined by other factors not observed in this study.

Factor The results of the regression significance test showed that the value of F-count = 131,086 was significant at $r = 0.000 < 0.05$, which meant that there was an influence and a significant regression relationship on public perception of the quality of Covid-19 vaccination services at the Lakologou Health Center.

Based on the results of the analysis, it is known that the functional relationship (linear regression) of public perception with the quality of Covid-19 vaccination services at the Lakologou Health Center can be expressed as: $\hat{Y} = -1690.773 + 0.457 X$. The interpretation of this equation is:

1. If the public perception score is ignored (scored 0) or absent, then the quality of the Covid-19 vaccination service is only 1690.773.
2. With a b value of .457, if the public perception score increases by one point, the quality of Covid-19 vaccination services will increase by 0.457.

This positive effect means that the increasing public perception of an employee will affect the improvement in the quality of the Covid-19 vaccination service

CONCLUSION

Based on the results of the research and discussion, it can be concluded that public perception has a positive and significant effect on the quality of Covid-19 vaccination services at the Lakologou Health Center. This is shown through the results of the regression significance test. The degree of closeness of the relationship and the influence of public perceptions on the

quality of Covid-19 vaccination services at the Lakologou Health Center, means that changes that occur in the quality of Covid-19 vaccination services are influenced by community perception factors, the rest is determined by other factors that were not observed in this study.

REFERENCES

- Kemenkes. 2020a. Kesiapan Kemenkes Dalam Menghadapi Outbreak Novel Coronavirus (2019-nCoV)".
- Kemenkes. 2020b. Situasi terkini perkembangan NOVEL Coronavirus (COVID-19) Data dilaporkan sampai 29 Juni 2020". Available at: https://infeksiemerging.kemkes.go.id/downloads/?dl_cat=5&dl_page=3#. XzEGJO cxXIU.
- Keputusan Presiden Republik Indonesia 18 Tahun 2020. Rencana Pembangunan Jangka Menengah Nasional Tahun 2020-2024
- Kotler, Philip. 2002. *Manajemen Pemasaran, Edisi Milenium*, Indeks, Jakarta.
- Mehrabian and Russel. 2019. *The Influencer Of Store Atmosphere, perception, Shopping Lifestyle, and Time Availability and Impulse Buying*. Advances in Economics, Business and Management Research Vol 176. Antalntic Ltd.New York.
- Ni Nyoman Ayu Ardiningsih, Made Pasek Kardiwinata. 2021. *Studi Cross- Sectional: Persepsi Masyarakat Terhadap Penerimaan Vaksinasi Covid- 19 Di Kabupaten Karangasem. Jurnal Riset Kesehatan Nasional*. Institut Teknologi dan Kesehatan (ITEKES) Bali.
- Nurul Ainun, Haniarti Haniarti, Henni Kumaladewi Hengky. 2021. *Persepsi Masyarakat Terhadap Vaksin Covid-19 Di Wilayah Kecamatan Bacukiki Kota Parepare*. Tirtayasa Medical Journal.
- Sugiyono, MPA, 2011. *Metode Penelitian Campuran*, Edisi Ke-13 CV. Alavabeta, Bandung.
- Yudhitio Edvant. 2021. Faktor-Faktor Yang Mempengaruhi Persepsi Masyarakat Terhadap Vaksin Covid-19 Di Kecamatan Kuranji Kota Padang.
- Zethmal a Valarie and Berry Leonard. 2015. A multiple Item Scale for Measuring Consumer Perception of Service Quality. Journal of Marketing. Associate Professor of Marketing Duke University. Carolina.