



# CERTIFICATE OF APRECIATION

The Certificate Is Presented To:

**Ester Kandami**

As a writer in the Asian Journal of Engineering, Social Health Published in 2026

Title:

***Evaluation of Patient Satisfaction with The Whatsapp Business-Based  
Registration System Using The Servqual Method and Design Thinking  
Approach at Masija Jaya Clinic***



Chief Editor  
Muhammad Iqbal

Indexed

**EBSCO**

# Tesis Ester Kandami\_compressed - Kandami Atiester.pdf

## ORIGINALITY REPORT

2%

SIMILARITY INDEX

## PRIMARY SOURCES

|   |                                                                                                                                                                              |               |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 1 | <a href="https://repository.uin-suska.ac.id">repository.uin-suska.ac.id</a><br>Internet                                                                                      | 80 words — 1% |
| 2 | <a href="http://www.iain-padangsidimpuan.ac.id">www.iain-padangsidimpuan.ac.id</a><br>Internet                                                                               | 69 words — 1% |
| 3 | Rizky Damayanti Ritonga. "Perancangan Sistem Informasi Booking Layanan Barbershop Berbasis Mobile Menggunakan Metode Design Thinking", Jurnal Minfo Polgan, 2026<br>Crossref | 65 words — 1% |

EXCLUDE QUOTES ON  
EXCLUDE BIBLIOGRAPHY ON

EXCLUDE SOURCES < 1%  
EXCLUDE MATCHES OFF