

**THE ROLE OF WEB-HEALTH INFORMATION QUALITY, TRUST, AND
USE AFFECTING USER'S SATISFACTION: A STUDY OF ANDALAS
UNIVERSITY STUDENTS OF ECONOMICS FACULTY**

THESIS

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THE ROLE OF WEB-HEALTH INFORMATION QUALITY, TRUST, AND USE AFFECTING USER'S SATISFACTION: A STUDY OF ANDALAS UNIVERSITY STUDENTS OF ECONOMICS FACULTY




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ABSTRACT

The purpose of this research is to identify how Web health information quality, trust, and use influence user's satisfaction. The sample criteria in this research are students in Andalas University at Faculty of Economics, who are required to access several health websites before answering the questionnaires with sample collected is 152 respondents. This research used questionnaire to collect the data by using Ordinal Scale with Likert Scale type. The data was processed by using Smart PLS 3.0 version. The result of this research indicates that information quality positively significantly influence user's satisfaction in using Web health and trust also positively significantly influence user's satisfaction. Moreover, use of Web health gives effect to user's satisfaction while information quality positively and significantly influence trust and use of Web health. Implications for practitioners in term of information quality, the Internet information providers can increase the usefulness of Web health and in accordance with what users expected from the Web. Users mostly can trust Web health if it is not just looking for profit because most of them using Web health to gain information and they are satisfied after gaining such health information because more knowledge they received.

Keywords: Web-health, Information Quality, Trust, Use, User's Satisfaction

This thesis already examined and passed on July, 9th 2019. This abstract already approved by supervisor and examiners:

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