ABSTRACT

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THE EFFECT OF INFORMATION QUALITY AND CREDIBILITY OF HALODOC APPLICATION SOURCES ON USER SATISFACTION IN MENTAL HEALTH ARTICLES.

Keywords : Information Quality, Source Credibility, Halodoc, User Satisfaction, Mental Health Articles.

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Currently one type of mobile apps is mobile health / Telemedicine. Mobile apps that are currently popular are the Halodoc application. Lately mental health problems have received serious attention because they can be very detrimental to sufferers. The mental health article provided by Halodoc is very useful to add knowledge and insight, especially about mental health.This study aims to determine whether there is an effect of the quality of information and the credibility of Halodoc application sources on user satisfaction in mental health articles. This research method is quantitative using the positivism paradigm. This study uses the Media Dependency Theory. The data collection method uses a questionnaire that is distributed online. The population in this study are users of the Halodoc application. The sampling technique used purposive sampling technique with a total sample of 400 respondents obtained from the results of calculations using the slovin formula. The results of this study indicate that the level of correlation between information quality and source credibility is 69.9% which indicates a strong level of relationship, giving an impact of 48.9% while the rest is influenced by factors outside the research, and has a positive influence. Simultaneous results also show that the quality of information and the credibility of the Halodoc application source simultaneously affect user satisfaction in mental health articles.

Bibliography (2001 - 2023)