

The role of attitude to mediate the effect of trust, perceived behavior control, subjective norm and perceived quality on intention to reuse the COVID-19 website

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ABSTRACT

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The objectives of this paper was to explain the effect of the variables trust, PBC, subjective norm, perceived quality, and re-usage intention on attitude and re-usage intention. This study's population consisted of Indonesians who visited the COVID-19 website to learn more about the progress of COVID-19. With the purposive sampling strategy, the sample size was as large as 238 participants. Path Analysis with the SEM-PLS approach was employed as the analytical technique. The findings revealed that trust, subjective norm, and perceived quality all had a positive and significant effect on attitudes when using the COVID-19 website, although PBC had a favorable but small effect. Furthermore, attitude influences intention to use in a positive and significant way.

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1. Introduction

COVID-19 has become a worldwide pandemic. This is stated by WHO (2020). COVID-19 has become a highly contagious disease and has made significant changes in people's lives. People became worried about this condition. Various news articles appear on various social media that have an impact on people's moods. To obtain information about the COVID-19 pandemic, there are indeed many choices of sources of information that can be used by the public (Zimmerman, 2021), but to make the public calm and receive clear, accurate, and relevant information, the Indonesian government has also built a COVID-19 website, so that people are expected to access the site and avoid reading hoax news. The COVID-19 website owned by the Indonesian government updates the information that is broadcast or submitted every day. The behavior of accessing the COVID-19 website is expected to increase as more information is obtained, but people still seek and read information from various social media platforms, which cannot be accounted for. This has the potential to cause public uproar. Several researchers have investigated the use of the COVID-19 website, including: Sumaedi et al. (2020), Farmer and Copenhagen (2021), Camilleri (2021), Verma et al. (2021), Ke et al. (2021) and Sumedi et al. (2021).

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The first variable that determines the user's intention to continue to access the official COVID-19 website is the existence of consumer trust in a product so that customers want to continue to use the product (Saleem et al., 2017; Trivedi & Yadav, 2018; Han et al., 2019; Mou et al., 2020); so that consumers want to continue to use the system (Liu and Tang, 2018). Many studies have been undertaken to study the effect of consumer trust on the intention to reuse a product. (Wang et al., 2019), the results of which show that the higher the consumer's trust, the higher the intention to continue to behave (Poan et al., 2021). The effect of trust on the intention to reuse has also been studied by other researchers, but on mobile banking (Nelwan et al., 2021); intention to reuse online payment (Dwinda et al., 2021); and the intention to continue booking online (Christina & Yasa, 2021). So, it is very important to build trust so that customers want to continue using a product (Chou and Chen, 2018; Zhu et al., 2020; Suahartanto et al., 2021; Aji et al., 2021), but there are other researchers who show results that consumer trust is not able to increase the intention to reuse a product (Rim and Dong, 2018). Furthermore, there is still a variable that determines the intention to reuse a product, namely Perceived Behavior Control (PBC). With PBC that supports a consumer usually has an increasing intention to buy a product or visit a restaurant (Halimi et al., 2021). Research conducted by Agag (2019) and Troise et al. (2021), showed that with a high PBC, consumers continued to have a high intention to use, but the opposite results showed that PBC had insignificant impact on the intention to reuse (Mao & Lyu, 2017; Cahtterjee et al., 2019; Sumaedi et al., 2020). In addition, the motivating factor to increase the intention to reuse a product is due to the high subjective norm, either from the encouragement of parents, friends, or other important people (Mao & Lyu, 2017). The effect of subjective norm on the intention to continue to use does not necessarily show consistent results. There are also researchers who show inconsistent results. Some researchers such as: Rana et al. (2017), Xie et al. (2017) and Osatuyi and Turel (2019), showed the results that subjective norms had a positive and significant effect on intention to reuse, but several other researchers, such as Blankson et al. (2009), Foscht et al. (2009) and Tucker et al. (2020), showed the results that subjective norms had a positive and insignificant effect on intention to reuse. In addition to trust and the two variables in the Theory Planned of Behavior (TPB), namely PBC and subjective norm, there are other variables that can determine the intention to reuse a product, namely the perceived quality of the product. The perceived quality that consumers feel after using a product encourages the consumer to reuse it (Saleem et al., 2017; Valaei & Baroto, 2017), but some also show an insignificant effect (Abdullah et al., 2019). Based on the four existing research gaps, the relevant mediating variable added is the attitude variable. So there must be a positive attitude about the COVID-19 website, only to be able to increase users' intention to reuse it. The reasons for using attitude as a mediating variable from the existing research gap are because: attitude arises because of consumer trust, high subjective norm, high PBC and high quality perception. In addition, attitude has an impact on the continuous intention. Attitude determines the user's intention to continue accessing the official COVID-19 website, namely the existence of a positive consumer attitude about a product so that customers want to continue buying the product (Kwon and Ahn, 2021); so that consumers want to continue to use the system (Carlson and O'Cass, 2010; Lee, 2018). Many studies have examined the effect of consumer attitudes on the intention to reuse products or data (Joo et al., 2017; Tang, 2018; Brandao & Costa, 2021), the results of which show that the more positive the consumer's attitude, the higher the intention to reuse behavior (Aurigemma & Mattson, 2019).

Based on the current issues, the aim of this study is to investigate and explain the impact of trust, PBC, subjective norms, and perceived quality in forming attitudes and intention to reuse the COVID-19 website.

2. Theoretical framework, conceptual framework and research hypothesis

Intention to reuse is consumer behavior to reuse a product that has been consumed (Gupta & Duggal, 2021). This reuse behavior is certainly influenced by internal and external factors of a consumer (Chetioui et al., 2020). One of the internal factors of consumers is the variable of consumer confidence in the use of a product (Aji et al., 2021). Trust is a sense of trust from website users about the benefits received according to user needs, which can lead to positive attitudes and behavioral intentions (Suahartanto et al., 2021). Likewise, there are other variables that affect behavioral intentions, namely PBC and subjective norms. PBC is the availability of facilities and skills possessed by users in using the website (Troise et al., 2021) and the subjective norm is the encouragement or influence of people from the closest environment, such as friends, family, and trusted people (Osatuyi & Turel, 2019). Furthermore, there are external factors that determine repurchase behavior, which is determined by the producer, but the perception of quality is also felt by consumers, namely the perception of quality. This is a consumer's assessment of the perceived quality after using or buying a product (Carlson & O'Cass, 2010; Valaei & Baroto, 2017). All of these can build a positive consumer attitude, where attitude is a positive assessment of a product (Deng and Hu, 2019). And finally, a positive attitude that causes the intention to reuse (Akhgari et al., 2018). As a result, trust, PBC, subjective norms, perceived quality, and attitude can influence intention to reuse the COVID-19 website. It is possible to describe the relationship of each variable as indicated in Fig. 1 based on the relationship of each variable.

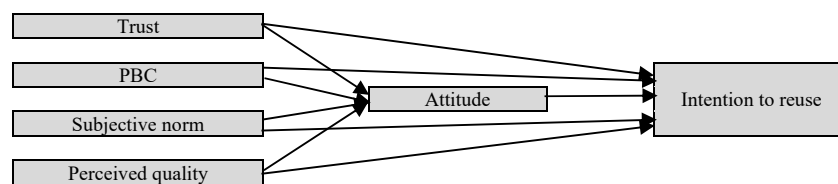


Fig. 1. Research Conceptual Framework

2.1 The effect of trust on the intention to reuse

User trust can make the intention to reuse even higher (Chawla & Jhosi, 2019; Akhgari et al., 2018). The trust that users have such as: believing that the site is useful, has been used by many people, and according to the needs of the user, it is able to make users more motivated to access the COVID-19 website again. The results of the study that are in line were carried out by Limbu et al. (2012) and Handriana et al. (2021), showing the same result, namely that user trust had a positive and significant effect on intention to reuse. The findings of several other studies, including Deng and Hu (2019) and Ng (2020), support the argument that trust can significantly increase the intention to reuse a COVID-19 website. The following hypothesis may be constructed based on the findings of the empirical investigation.

H₁: *Trust has a positive and significant effect on intention to reuse.*

2.2 The effect of trust on attitude

Consumer trust in a product can build a positive attitude (Chetioui et al., 2020). This is also revealed in the research results of Salehzadeh et al. (2021), which shows the results that consumer trust can increase positive attitudes towards a product. In addition, researchers Limbu et al. (2012), van den Heuvel et al. (2017), Audrain-Pontevia and Menvielle (2018), Fan et al. (2018) and Aziz et al. (2019) did a study on the influence of trust on attitudes and discovered that trust could increase positive attitudes toward the things purchased. The following hypothesis may be constructed based on the findings of the empirical investigation.

H₂: *Trust has a positive and significant effect on attitudes.*

2.3 The Effect of Perceived Behavior Control on Intention to Reuse

Research conducted by Halimi et al. (2021) stated that PBC was able to increase the intention to reuse. PBC demonstrated by having adequate access to the internet, access to facilities, having the skills to use the COVID-19 website, and being able to increase the intention to reuse. Several other researchers, including Agag et al. (2021) and Troise et al. (2021) found consistent results that PBC had a positive and significant effect on intention to reuse. The following hypothesis may be constructed based on the findings of the empirical investigation.

H₃: *Perceived Behavior Control has a positive and significant effect on the intention to reuse.*

2.4 The effect of perceived behavior control on attitude

PBC can also increase consumer attitudes to be positive because by having the facilities and skills to use these facilities, consumer attitudes become positive. PBC can be demonstrated by having adequate access to the internet, access to facilities, having the skills to use the COVID-19 website, then users will have a more positive attitude with the information and benefits they receive from the COVID-19 website. Lee (2018) shows the results that PBC can increase positive attitudes about using the website. Similarly, numerous studies have observed similar results, including Sumaedi et al. (2020), Wang et al. (2019) who discovered that as PBC increased, user attitudes improved. The following hypothesis may be constructed based on the findings of the empirical investigation.

H₄: *Perceived Behavior Control has a positive and significant impact on consumer attitudes.*

2.5 The effect of subjective norm on intention to reuse

Furthermore, subjective norms can encourage increased intention to reuse a product (Nasri and Charfeddine, 2012). Subjective norms imposed by friends or important people can encourage reuse intentions (Mao and Lyu, 2017). The findings of Osatuyi and Turel's (2019) research show the same results, namely that subjective norms can encourage users to increase their intention to reuse. The findings of several other researchers, including Xie et al. (2017), support the notion that subjective norms can significantly increase the intention to reuse. The following hypothesis may be constructed based on the findings of the empirical investigation.

H₅: *Subjective norm has a positive and significant effect on intention to reuse.*

2.6 The effect of subjective norm on attitude

Subjective norms given by family, people who are considered important, and relatives can have a positive and significant influence on attitudes. According to research made by Bananuka et al. (2018), a greater subjective norm can improve user

attitudes. The same results were also shown by several other researchers, such as: Rana et al. (2017) and Zhang and Wang (2019). The following hypothesis may be constructed based on the findings of the empirical investigation.

H₆: *Subjective norm has a positive and significant effect on attitudes.*

2.7 The effect of perceived quality on the intention to reuse

Perceived quality felt by users of the COVID-19 website such as: information that fits their needs, up-to-date information, correct information, clear information, trustworthy author, appropriate author skills, easy to use site, decent and logical site layout, the writing is easy to read, there are tool for communication, it is easy to convey suggestions, and the site is quick to respond to be able to make users of the COVID-19 website reuse it. The results of research from Bao and Zhu (2021), showed the same results, namely that perceived quality was able to increase the intention to reuse. The same thing is also supported by the results of several other researchers, including Han et al. (2019), and Sumaedi et al. (2020), which states that perceived quality can significantly increase the intention to reuse. The following hypothesis may be constructed based on the findings of the empirical investigation.

H₇: *Perceived quality has a positive and significant effect on the intention to reuse.*

2.8 The effect of perceived quality on attitudes

The increased perceived quality of accessing the COVID-19 website has a positive and significant effect on its users' attitudes. According to a study done by Deng and Hu (2019), the better the perceived quality perceived by the user, the greater the positive and significant influence on the user's attitude. Several additional researchers, including Akroush and ALDebei (2015), and Arora and Aggarwal (2018), found similar results. The following hypothesis may be constructed based on the findings of the empirical investigation.

H₈: *Perception of quality has a positive and significant effect on attitudes.*

2.9 Effect of attitude on intention to reuse

The positive attitude of users of the COVID-19 website can certainly increase the intention to reuse the website (Sumaedi et al., 2020). A positive attitude can be shown by feeling wise to seek information through the official COVID-19 website so that the information obtained is valid (Sumaedi et al., 2020). There are several studies such as that conducted by Sumaedi et al. (2016); Kim and Nah (2018); Hanafiah and Hamdan, 2021; Gutierrez et al., 2021), showed the results that a positive attitude increased the intention to use a product. This is also confirmed by Nelwan et al. (2021) who examined the reuse of mobile banking which stated that a positive attitude was able to increase the intention to use again. The following assumptions can be established based on current empirical studies:

H₉: *Attitude has a positive and significant effect on intention to reuse.*

2.10 The role of attitude mediates the effect of trust, perceived behavior control, subjective norm, and perceived quality on the intention to reuse the COVID-19 website

Attitude is an assessment of the use of a product that can be positive or negative (Tang, 2018). Positive consumer attitudes can be influenced by many factors, including consumer trust in a product that can build a positive consumer attitude (Azis et al., 2019; Ashraf et al., 2019); Furthermore, PBC can also increase consumers' positive attitudes (Hansen et al., 2004; Troise et al., 2021), as well as subjective norms from important people who are also able to build positive attitudes (Han et al., 2017; Piroth et al., 2017). al., 2020), and then the perceived quality perceived by consumers is also able to increase consumers' positive attitudes (Saleem et al., 2017). The existence of a positive attitude is finally able to increase the intention to reuse a product (Sumaedi et al., 2020). Based on the relationship between the variables of trust, PBC, subjective norm, and perceived quality of attitudes and attitudes towards the intention to reuse a product, the following hypothesis can be built.

H₁₀: *Attitude can mediate the effect of trust on intention to reuse.*

H₁₁: *Attitude can mediate the effect of Perceived Behavior Control on intention to reuse.*

H₁₂: *Attitudes can mediate the effect of subjective norms on intention to reuse.*

H₁₃: *Attitude can mediate the effect of perceived quality on the intention to reuse.*

3. Research methods

The variable constructions measured in this investigation were drawn from earlier studies, with adjustments made to fit the field settings. The measurement of the trust variable construct refers to the method used by Aji et al. (2020), and PBC refers to the research of Bao et al. (2017) and Sumaedi et al (2020). The subjective norm variable was measured using the research of Bao et

al. (2017) and Sumaedi et al. (2020), and it was adjusted for the perception obtained from the results of the initial survey to several respondents who said they used the COVID-19 website because they saw their friends. The variable of perceived quality is measured using the research of Boon-itt (2019) and Sumaedi et al (2020). Furthermore, the attitude variable is measured using research conducted by Bao et al. (2017); Sumaedi et al. (2020) and the intention to reuse variable is measured using research by Boon-itt (2019) and Sumaedi et al (2020). Table 1 shows how the construct variables studied in this study were measured. The scale used to assess the construct has five levels, ranging from strongly disagree (1) to strongly agree (5).

Table 1
Variable Measurement and Reference

Constructs and indicators	References
Trust	Aji et al. (2020).
I believe, the COVID-19 website provides benefits	
I believe, the COVID-19 website has been widely used	
I believe, the COVID-19 website is in accordance with the needs of the community	
PBC	Bao et al. (2017), Sumaedi et al. (2020)
I have sufficient Internet access to use the COVID-19 Website.	
I have access to necessary resources, such as a laptop, PC, and smartphone, to access the official COVID-19 website.	
I am capable of using the official COVID-19 website.	
Subjective norm	Bao et al. (2017), Sumaedi et al. (2020)
People important to me believe that I should gather COVID-19 information from the official COVID-19 website.	
People who have influence over me believe that I should gather information about COVID-19 from the official COVID-19 website.	
People whose opinions I value believe that I should collect COVID-19 information on the official COVID-19 website.	
Perceived quality	Boon-itt (2019), Sumaedi et al. (2020)
The information on the COVID-19 website meets my requirements.	
The data provided by the COVID-19 website is up to date.	
The COVID-19 website provides accurate information.	
The source of information on the COVID-19 website is obvious.	
The source of information on the COVID-19 website is trustworthy.	
The authors/information sources on the COVID-19 website are experts in their fields.	
The website is easy to use	
Website design that is both functional and logical	
The writing on the website is simple to understand.	
The COVID-19 website has a contact form, so I may directly contact the website's administrator.	
The COVID-19 website enables me to quickly correct and/or submit suggestions.	
The COVID-19 website swiftly reacted to corrections and/or comments I provided concerning the website's information.	
Attitude	Bao et al. (2017), Sumaedi et al. (2020)
It is a good idea to use COVID-19 websites for information gathering about COVID-19.	
Using the COVID-19 websites for information gathering gives a sense of satisfaction.	
Overall, I think that using the COVID-19 websites for information gathering is a good idea.	
Intention to reuse	Boon-itt (2019), Sumaedi et al. (2020)
In the future, I intend to use the official COVID-19 website to gather information about COVID-19.	
I will refer those in need of COVID-19 information to visit the official COVID-19 website.	
I intend to continue using the official COVID-19 website.	

A questionnaire in the form of a Google form was used to collect data for a survey. The purposive sampling technique was used to select 238 respondents who are residents of Indonesia, at least 17 years old, have a high school diploma, and have accessed the COVID-19 website at least three times in the last six months during the COVID-19 pandemic. Furthermore, the research instrument was validated and reliable. According to the study's findings, the characteristics of the respondents in terms of gender, age, and education level can be explained as follows. Female respondents outnumbered males by a margin of 61.8 percent (38.2 percent). Most respondents were aged 17 to 27 years (62.6 percent), followed by ages > 27 years to 37 years (16.81 percent), above 37 years to 47 years (11.34 percent), above 47 years to 57 years (5.88 percent), and above 57 years (5.88 percent) (2.36 percent). In terms of education, respondents are dominated by a high school education level of 40.8 percent; followed by respondents with a postgraduate education level of 29.0 percent; further diploma education 16.8 percent; and undergraduate by 13.4 percent.

4. Results and discussion

4.1 PLS SEM Analysis Results

According to Table 3, the R2 value of intention to re-use variable at 0.752, which means that the model's constructs, namely trust, PBC, subjective norm, perceived quality, and attitude, can explain 75.2 percent of the intention to re-use variable, while R2 value of attitude variable at 0.710, which means that 71.0 percent of the attitude variable can be explained by the constructs that affect these variables, namely trust. Based on the R2 value, it is feasible to conclude that this study model's predictive capacity is generally good, as indicated by all variables with an R2 value better than 0.50.

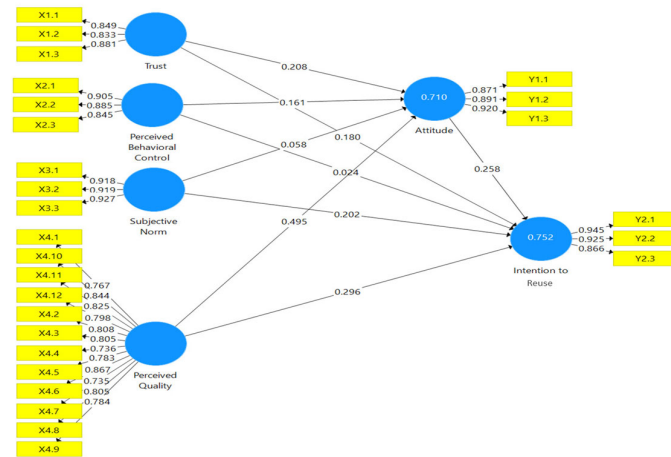


Fig. 3. Structural Model

4.2 Coefficient of Determination (R²)

Table 3
Coefficient of Determination

Construct	R ²
Attitude	0.710
Intention to re-use	0.752

Note: only the endogenous (dependent) variable has R² value
Source: processed data, 2022

4.3 Hypothesis testing

Table 4
Path Coefficient

Hypothesis	Correlation between variables	Path coefficient	t-statistic	p-values	Hypothesis testing result
H1	Trust → intention to re-use	0.180	2.079	0.038	Accepted
H2	Trust → attitude	0.208	2.510	0.012	Accepted
H3	PBC → intention to re-use	0.024	0.325	0.745	Rejected
H4	PBC → attitude	0.161	2.115	0.035	Accepted
H5	Subjective norm → intention to re-use	0.202	2.846	0.005	Accepted
H6	Subjective norm → attitude	0.058	0.900	0.368	Rejected
H7	Perceived quality → intention to re-use	0.296	3.662	0.000	Accepted
H8	Perceived quality → attitude	0.495	6.569	0.000	Accepted
H9	Attitude → intention to re-use	0.258	3.282	0.001	Accepted

Source: processed data, 2022

T-statistics are used to test hypotheses, and the p-value is calculated. If the p-value is less than 0.05, the hypothesis is accepted. According to Table 4, the hypothesis is accepted because the trust in the intention to reuse has a p-value of 0.038 < 0.05. This means that the higher the level of trust, the greater the chances of reusing COVID-19 official website. The hypothesis is accepted because the p-value is 0.012 < 0.05. This means that the higher trust you have, the more positive your attitude will be. The hypothesis is rejected because PBC on the intention to reuse has a p-value of 0.745 > 0.05. Which is, increasing the PBC does not necessarily increase the intention to re-use the COVID-19 website. PBC on attitude with p-value 0.035 < 0.05 indicates that the hypothesis is accepted. Subjective norm affects the intention to reuse with a p-value of 0.005 < 0.05, thus the hypothesis is accepted; subjective norm on attitude with a p-value of 0.368 > 0.05, the hypothesis is rejected; and the perceived quality of the attitude variable with a p-value of 0.000 then the hypothesis is accepted; and the perceived quality of the intention to reuse has a p-value of 0.000 < 0.05, the hypothesis is accepted. Furthermore, the effect of the attitude variable on the intention to reuse has a p-value of 0.001 < 0.05, then the hypothesis is accepted, meaning that the more positive the attitude, the higher the intention to reuse. Of the nine hypotheses about the direct effect, there are 7 accepted hypotheses (H1, H2, H4, H5, H7, H8, and H9) and there are two rejected hypotheses (H3 and H6).

4.3 Indirect Effect Test (Mediation Test)

By studying the indirect effects provided by Smart PLS, we can test the function of attitude as a moderator in the influence of trust, PBC, subjective norm, and perceived quality on the intention to reuse, as shown in Table 7. Because the t-statistic value is less than the t-table value (1.892 < 1.96), attitudes are unable to meaningfully mediate the influence of trust on the intention to reuse, according to Table 7. Similarly, because the t-statistic value was less than the t-table value (1.880 < 1.96), attitudes were unable to meaningfully mediate PBC on reuse intention. Furthermore, attitudes are also not able to significantly mediate

the effect of subjective norm on the intention to reuse with a t-statistic value lower than the t-table value ($0.896 < 1.96$); and only attitude was able to significantly mediate the effect of perceived quality on intention to reuse with a t-statistic value greater than t-table ($2.729 > 1.96$).

Table 7
Indirect Effects

Hypothesis	Correlation between variables	Path coefficient	t-statistic	p-values	Hypothesis testing result
H10	Trust (X1) → Attitude (Y1) → intention to re-use (Y2)	0.054	1.892	0,059	Rejected
H11	PBC (X2) → Attitude (Y1) → intention to re-use (Y2)	0,042	1.880	0.061	Rejected
H12	Subjective norm (X3) → Attitude (Y1) → intention to re-use (Y2)	0.015	0.896	0.371	Rejected
H13	Perceived quality → Attitude (Y1) → intention to re-use (Y2)	0.128	2.729	0.007	Accepted

Source: processed data, 2022

5. Discussion

These findings indicate that the higher the level of trust, which is indicated by believing that the COVID-19 website is beneficial, has been used by many people, and is in accordance with the needs of the community, the greater the intention to reuse the COVID-19 website. The findings of this study support previous research by Fang et al. (2014), Deng and Hu (2019), and Ng (2020), which found that the trust variable has a positive and significant effect on the intention to reuse. The findings of this study were supported by the findings of Bao et al. (2016), who discovered that the variable trust had a positive and significant effect on the intention to reuse the COVID-19 website. In terms of the effect of trust on attitude imply that the higher the user trust demonstrated by trust in the COVID-19 website that is beneficial, has been used by many people, and is in accordance with the needs of the community, the more positive the attitude on the COVID-19 website will be. At the same time, the findings of this study support the findings of previous research by Fan et al. (2018) and Azis et al. (2019), who discovered that the results of the trust variable had a positive and significant effect.

The effect of PBC on the intention to reuse resulting that the higher the PBC level, which is indicated by having good access to the internet, access to facilities such as laptops, smartphones, and having the ability to open the COVID-19 website, then it is not able to increase the intention to reuse the COVID-19 website in Indonesia. The findings of this study contradict previous findings by Xie et al. (2017), who found that the PBC variable has a significant effect on the intention to reuse. Sumaedi's (2020) research found that the PBC variable had a positive but insignificant effect on the intention to reuse, implying that increasing the PBC does not necessarily increase the intention to reuse the COVID-19 website. This is because access to the internet, the availability of laptop and computer facilities, and the skills possessed for access are not strong enough to encourage Indonesian people to continue to use them again. Sometimes people who reuse websites in Indonesia are not so many and also these users are already bored with a lot of information provided by other social media, such as Facebook, Instagram, and Line about COVID-19 information so they don't encourage to reuse COVID-19 website. According to the findings of the analysis of the influence of PBC on attitude, imply that the higher the PBC level, as indicated by having good internet access, good access to supporting facilities, and the ability to open websites, the more positive the user's attitude toward the COVID-19 website will be. The findings of this study support the findings of previous research by Xie et al. (2017) and Bao et al. (2017), who discovered that the PBC variable had a significant effect on attitude.

The findings of the study on the influence of subjective norms on reuse intention show that the higher the level of subjective norm, as indicated by the encouragement of important people, the encouragement of important influential people, and the encouragement of people whose opinions are important to me, the more likely it is that I will reuse the COVID-19 website. The findings of this study support the findings of prior research by Rana et al. (2017), and Sumaedi et al. (2020), who discovered that the subjective norm variable had a positive and significant effect on the intention to reuse. Based on the findings of the study of the influence of subjective norms on attitude, the greater the user's subjective norm, as evidenced by the encouragement of significant people, important influential people, and individuals whose opinion is important, the user's attitude on the COVID-19 website will not necessarily be more positive. The outcomes of this study corroborate the findings of Tucker et al. (2020), who discovered that the subjective norm variable has a positive but insignificant effect on attitude. According to the results of the analysis of the effect of perceived quality on the intention to reuse, the higher the level of perceived quality, which is indicated by the information provided by the COVID-19 website that matches the needs, the latest information, correct information, clear, reliable information, information provided by experts, the site is easy to use, the site layout is decent, the writing is easy to read, there are communication lines, there are places to give suggestions, and the response to suggestions is also fast, the higher the level of intention to reuse the COVID-19 website. The findings of this study support the findings of prior research by Widiyanti et al. (2015), which found that the perceived quality variable has a positive and significant effect on the intention to reuse. The findings of this study are supported by the findings of Al-Kilani and Twaissi (2017), who discovered that the perceived quality variable had a positive and significant effect on intentions to reuse the COVID-19 website.

According to the effect of perceived quality on attitude discovery, the perceived quality variable has a positive and significant effect on attitude. As a result, the higher the perceived quality indicated by the information provided as needed, the latest information, correct information, clear, reliable information, information provided by experts, the site is easy to use, the site layout is good, the writing is easy to read, there is a communication line, there is a place to give advice, and the response to suggestions is also fast, improving user attitudes toward the COVID-19 website. The findings of this study support the findings of prior research by Akroush and Al Debei (2015), Arora and Aggarwal (2018), who discovered that the perceived quality variable had a positive and significant effect on user attitudes on the COVID-19 website.

According to the findings of the analysis of the influence of attitude on the intention to reuse, the higher the intention to repeat the COVID-19 website, the more favorable the user's attitude on the COVID-19 website, as evidenced by the usage of the website as a wise idea, delivering satisfaction, and a positive evaluation. The findings of this study support previous research by Sumaedi et al. (2016) and Kim and Nah (2018), Bao et al. (2016), who implying that the more positive the attitude on the COVID-19 website, the greater the intention to reuse the website.

The role of attitude as a mediator appears only in the effect of perceived quality on the intention to reuse; attitude is unable to mediate the effect of trust on the intention to reuse, the influence of PBC on the intention to reuse, and the effect of subjective norms on the intention to reuse.

6. Research Conclusions and Implications

According to the analysis results, trust, PBC, and perceived quality have a positive and significant effect on attitudes, implying that higher trust, PBC, and perceived quality can increase positive attitudes, whereas subjective norms have a positive and insignificant effect on attitudes, implying that higher subjective norms from friends, family, and trusted people are unable to build a positive attitude in users. Furthermore, trust, subjective norm, and perceived quality all have a positive and significant effect on reuse intention, whereas PBC has no effect on reuse intention. This suggests that greater trust, subjective norms, and perceived quality can all boost the intention to repeat the COVID-19 website, whereas PBC cannot. This suggests that increasing trust, subjective norms, and perceived quality can improve the intention to reuse the COVID-19 website in Indonesia, however PBC cannot. Furthermore, attitude has a favorable and significant effect on the intention to reuse, which implies that the more positive the user's attitude, the more likely the user is to reuse the COVID-19 website in Indonesia.

The function of attitude as a mediator appears only in the effect of perceived quality on the intention to reuse; attitude is unable to mediate the effect of trust on the intention to reuse, the influence of PBC on the intention to reuse, and the effect of subjective norms on the intention to reuse. This is due to the fact that the influence of attitude on reuse intention is quite weak.

This research can enrich the Theory Planned of Behavior (TPB) by adding the variables of trust and perceived quality as an antecedent of the intention to reuse. Likewise, the intention to reuse the COVID-19 website makes attitude a mediating variable because the positive attitude of the user is able to encourage users to reuse it.

7. Limitations and Future Research

This study was just cross-sectional; latest study in a different year is necessary, and the determinant variables for re-use intention can be further expanded with other variables as mediating variables, such as website user satisfaction features, brand image, and perceived value.

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