

## **ABSTRACT**

Detikcom is one of the news websites in Indonesia which ranks third for news site rankings below its competitors, namely kompas.com and tribunews.

The purpose of this study is to find out whether there is an influence from the dimensions of webqual 4.0, namely usability quality, information quality, and detikcom service interaction quality on user satisfaction. The independent variables in this study are usability quality, information quality, and service interaction quality. The dependent variable is user satisfaction

The method in this study uses quantitative methods. Techniques in collecting data through the distribution of questionnaires with the number of respondent data as many as 385 respondents using the detikcom website. The data analysis technique used is descriptive analysis and multiple linear regression.

Based on the results of hypothesis testing, a conclusion was found, namely usability quality, information quality, and service interaction quality, which had a positive effect on the satisfaction of detikcom users simultaneously or partially.

**Keywords:** Usability Quality, Information Quality, Service Interaction Quality, User Satisfaction