## CITIZENS' ADOPTION OF AN E-HEALTH SYSTEM DURING THE PANDEMIC

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### **DEDICATION**

This master's thesis is dedicated to:

### To the Creator:

Thank You, Father God, for putting everything in place.
I am continuing with the hope and eagerness to see more of the wondrous things You have prepared in my paths.
May they be moments of bliss or moments of trial,
You are with me; My heart fully believes that everything will fall into place.
I praise You with all of my being
For with You, nothing is impossible.

### To my parents:

Thank you for dreaming for me and with me.
Your steadfast support and love pushed your daughter to be strong throughout this journey.
I merrily dedicate this paper to foremost to you, hoping that it will add to your joy
as it will always be part of mine.
I dedicate this milestone to both of you.

### To the Graduate Faculty of Master of Public Administration.

Thank you for the knowledge you bestowed on us. All your expertise has been beneficial in the pursuit of this degree. This has been our training ground.

### Finally,

# To my mentors and companions, And every one that was an invaluable addition in this journey:

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### LIST OF ABBREVIATIONS

**e-Gov** Electronic Government

e-Gov services Electronic Government Services

**e-Health** Electronic Health

**EE** Effort Expectancy

**FCs** Facilitating Conditions

ICT Information and Communication Technology

IT Information Technology

PC Perceived Competence

PLS Partial Least Squares

Philhealth Philippine Health Insurance Corporation

SI Social Influence

**TAM** Technology Acceptance Model

**TOI** Trust on Internet

**TOG** Trust on Government

SPSS Statistical Package for the Social Sciences

**UTAUT** Unified Theory of Acceptance and Use of

Technology