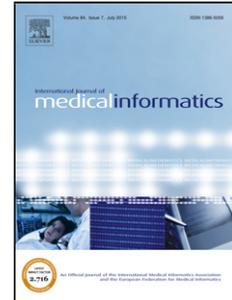


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Acceptance Model of a Hospital Information System

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HIGHLIGHTS

- The HIS user acceptance model is developed
- The model is focusing on human, technological, and organizational characteristics
- Hospital managers, doctors, nurses, and administrative staff are involved
- Human and organizational characteristics have greater influence on the user
- This model is best suited for government-owned hospitals in Indonesia

Abstract

Purpose: The purpose of this study is to develop a model of Hospital Information System (HIS) user acceptance focusing on human, technological, and organizational characteristics for supporting government eHealth programs. This model was then tested to see which hospital type in Indonesia would benefit from the model to resolve problems related to HIS user acceptance.

Method: This study used qualitative and quantitative approaches with case studies at four privately owned hospitals and three government-owned hospitals, which are general hospitals in Indonesia. The respondents involved in this study are low-level and mid-level hospital management officers, doctors, nurses, and administrative staff who work at medical record, inpatient, outpatient, emergency, pharmacy, and information technology units. Data was processed using Structural Equation Modeling (SEM) and AMOS 21.0.

Results: The study concludes that non-technological factors, such as human characteristics (i.e. compatibility, information security expectancy, and self-efficacy), and organizational characteristics (i.e. management support, facilitating conditions, and user involvement) which have level of significance of $p < 0.05$, significantly influenced users' opinions of both the ease of use and the

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