

Analysis of Factors Influencing the Implementation of Public Safety Center Services Using Technology Acceptance Model and Unified Theory of Acceptance and Use of Technology for Pediatric Patients

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ABSTRACT

Background: A pediatric emergency is a clinical situation with life-threatening risks without prompt and adequate management. The Public Safety Center (PSC) is the spearhead of the service to get a quick response and function as a service provider for emergency patients and to coordinate with the intended health facility. The purpose of this study was to analyze the factors that influence the implementation of the use of PSC services using the Technology Acceptance Model (TAM) and Unified Theory of Acceptance and Use of Technology (UTAUT) methods in pediatric patients at RSUD dr. Iskak Tulungagung.

Subjects and Method: Observational research was conducted at RSUD Dr. Iskak, Tulungagung, East Java from August to October 2022. A total of 130 children were selected for this study. The dependent variable is the implementation of the public safety center (PSC). The independent variables are TAM and UTAUT models. Data were collected using a questionnaire, and analyzed using path analysis. **Results:** Perceived benefits ($p < 0.001$), perceived convenience ($p < 0.001$) have a significant effect on PSC implementation. Work expectations ($p = 0.068$), business expectations ($p = 0.436$), and facilitating conditions ($p = 0.106$) are related to PSC implementation but not statistically significant.

Conclusion: Perceived benefits, perceived convenience significantly influence the implementation of PSC.

Keywords: child, emergency, PSC, TAM, UTAUT.

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BACKGROUND

Emergency events can happen anytime and anywhere. Immediate treatment is needed so as not to cause permanent disability (Lakip RI Ministry of Health, 2016). A pediatric emergency is a clinical situation with life-threatening risks without prompt and adequate management. Pediatric emergencies are important because of the high morbidity

and mortality (Thiongane, 2022). The Public Safety Center (PSC) is a service center that guarantees community needs in matters relating to emergencies in districts/cities which are the spearhead of services to get a quick response and function as service providers for victims or emergency patients, guides first aid, evacuating victims or emergency

patients and coordinating with the intended health facility (Permenkes No19, 2016).

Tulungagung Regency was the first area to succeed in developing an integrated Public Safety Center (PSC) and became a pilot area on a national scale (Tulungagung Regulation No. 30, 2016).

According to PSC of dr. Iskak Tulungagung Hospital in 2021, the number of PSC calls since it was first launched in November 2015 to December 2021 continues to increase. Data on PSC use in children were obtained from April to June 2022. There were 16 (2.9%) pediatric patients who used PSC services from all PSC calls from January to June 2022, with diagnoses including head injury, respiratory failure, abrasion, abnormalities congenital heart, close humeral invoice, excoriation vulnus, hepatitis, elbow pain, and vomiting.

According to previous research conducted by Lukman Nulhakim, Teguh santoso, Erika Nurwidiyanti in 2021 regarding Knowledge Level related to Efforts to seek Help related to Medical Emergencies in the City of Yogyakarta, it was stated that there was a significant relationship between the level of knowledge and efforts to seek help but had a weak affinity (Lukman, 2021). Real results and output quality are factors that influence the intention to use an online registration information system that is mediated by perceptions of benefits (Astuti, 2020).

Based on the background of the problems mentioned above, the purpose of this research activity is to analyze the factors that influence the implementation of the use of PSC (public safety center) services using the TAM (technology acceptance model) and UTAUT (unified theory of acceptance and use of technology) methods in pediatric patients. at dr. Iskak Tulungagung. With the specific objective of analyzing the direct or indirect influence of Perceived Benefits and Perceived Ease of Use of PSC Services through Attitudes

of Users and Actual Use and analyzing the direct and indirect effects of Performance Expectations, Business Expectations, Social Influences and Facilitating Conditions on Implementation of Use PSC Services through User Interests. The method used in this study is the TAM (Technology Acceptance Model) method which consists of Perceived Benefits and Perceived Ease as independent variables with intervening variables (User Attitudes, Actual Use) and the UTAUT (Unified Theory Of Acceptance And Use Of Technology) method. which consists of Performance Expectations, Business Expectations, Social Influences, and Facilitating Conditions as independent variables with the intervening variable (User Interests) on the dependent variable, namely Implementation of PSC Service Use at Dr. Iskak Tulungagung General Hospital.

SUBJECTS AND METHOD

1. Study Design

The method used in this study consisted of 2 methods, namely the TAM (Technology Acceptance Model) method and the UTAUT (Unified Theory of Acceptance and Use of Technology) method carried out at Dr. Iskak Hospital, Tulungagung, East Java from August to October 2022.

2. Population and Sample

The population in this study were pediatric patients using PSC services at dr. Iskak Tulungagung. A total of 130 subjects were selected in this study by total sampling.

3. Study Variable

The dependent variable is the implementation of the use of PSC services at RSUD Dr. Iskak, Tulungagung. The independent variables of the TAM method (perceived usefulness and perceived convenience with the intervening variable are user attitudes and actual use) and the UTAUT model (performance expectations, effort expectations, social influence, and facilitating conditions

with the intervening variable namely user interest).

4. Operational Definition of Variables
The implementation of the use of the Public Safety Center (PSC)

service is the application of a work unit as a coordinating forum to provide emergency services quickly, precisely and accurately for the community at RS Dr. Iskak, Tulungagung, East Java, data obtained by questionnaire.

Technology Acceptance Model (TAM) is an information system theory that creates a model of how users want to accept and use technology based on perceived benefits and perceived convenience, with the intervening variable or intermediate variable in the TAM method being user attitudes and actual use, data obtained using a questionnaire.

Unified Theory Of Acceptance And Use Of Technology (UTAUT) is a combined model of acceptance and integrated use of technology so that it can explain how technology is accepted and used by users based on performance expectations, business expectations, social influence, and facilitating condi-

tions with intervening variables or the intermediate variable, namely user interest, data obtained using a questionnaire.

5. Data Analysis

This study used univariate, bivariate, and multivariate analysis. Univariate analysis was used to describe the distribution of respondents. Multivariate analysis was performed using a path analysis model.

RESULTS

Sample Characteristics

From the table below it can be seen that pediatric patients using PSC at dr. Most of Iskak Tulungagung are male with a percentage of 61%, while the remaining 39% are female patients who use PSC. Pediatric patients using PSC at dr. Most of Iskak Tulungagung are aged between 12 to 18 years, while a small number of pediatric patients are PSC users at dr. Iskak Tulungagung aged 0 to 1 year. Pediatric patients using PSC at dr. Most of Iskak Tulungagung are Tulungagung residents with a percentage of 86% spread over several sub-districts in Tulungagung, while the remaining 14% are pediatric patients using PSC who are residents outside the Tulungagung area.

Table. 1 Characteristics of Sample

Characteristic	Categories	Frequency (n)	Percentage (%)
Gender	Male	79	61
	Female	51	39
Age	0-1 years	13	10
	1-5 years	23	18
	5-12 years	22	17
	12-18 years	72	55
Area	Tulungagung	114	86
	Outside of Tulungagung	16	14

Figure 1 shows that the value of R² or R Square contained in the Model Summary table is 0.604, this shows that the contribution or influence of X₁ and X₂ on Y is

60.4%. While the remaining 39.6% is contributed by other variables that are not included in the study. The value of e₁ can be calculated using the formula $e_1 = \sqrt{(1 - 0.604)} = 0.629$.

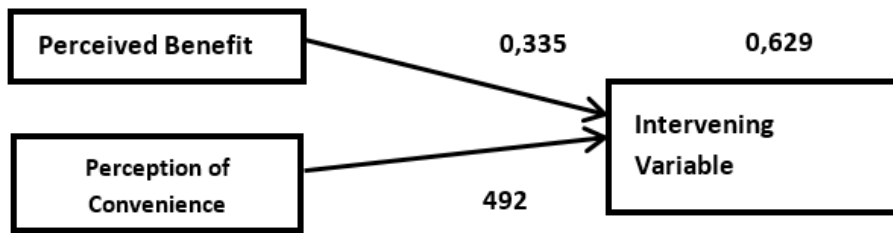


Figure 1. Path Coefficient of TAM 1 Model

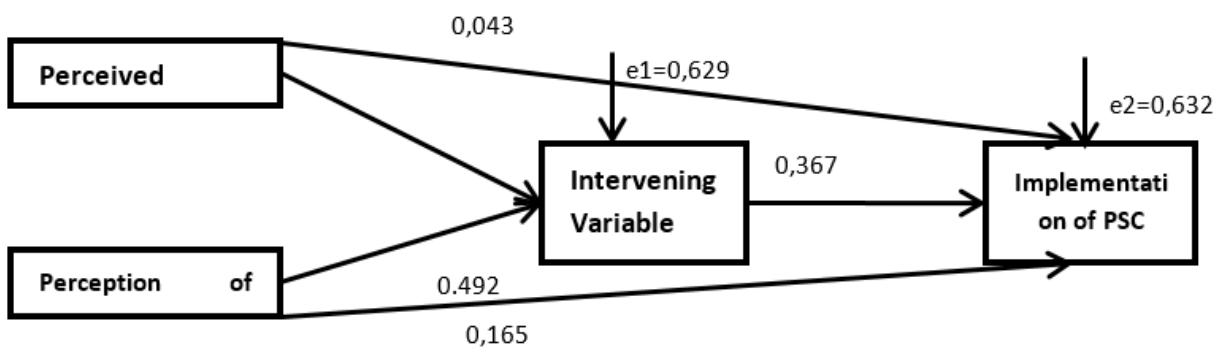


Figure 2. TAM 2 Model Path Coefficient

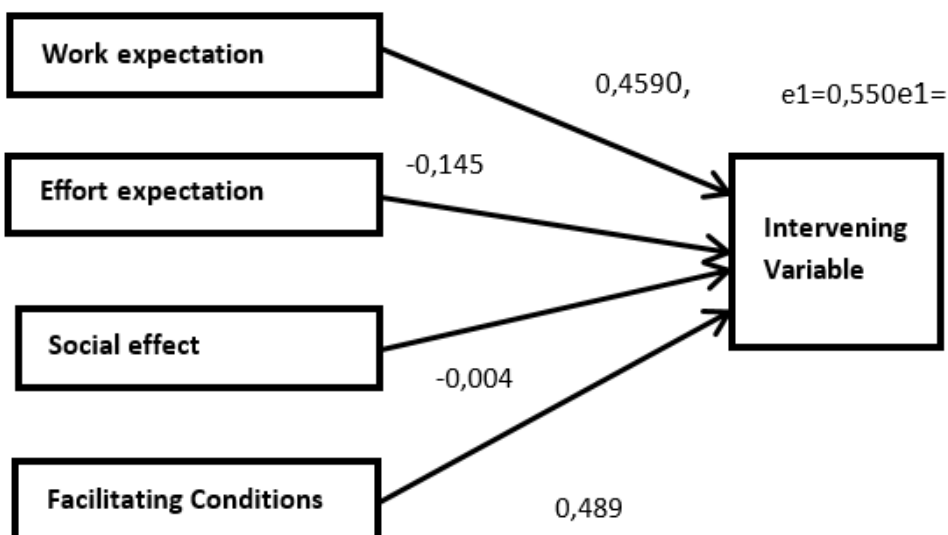


Figure 3. UTAUT Model Path Coefficient 1

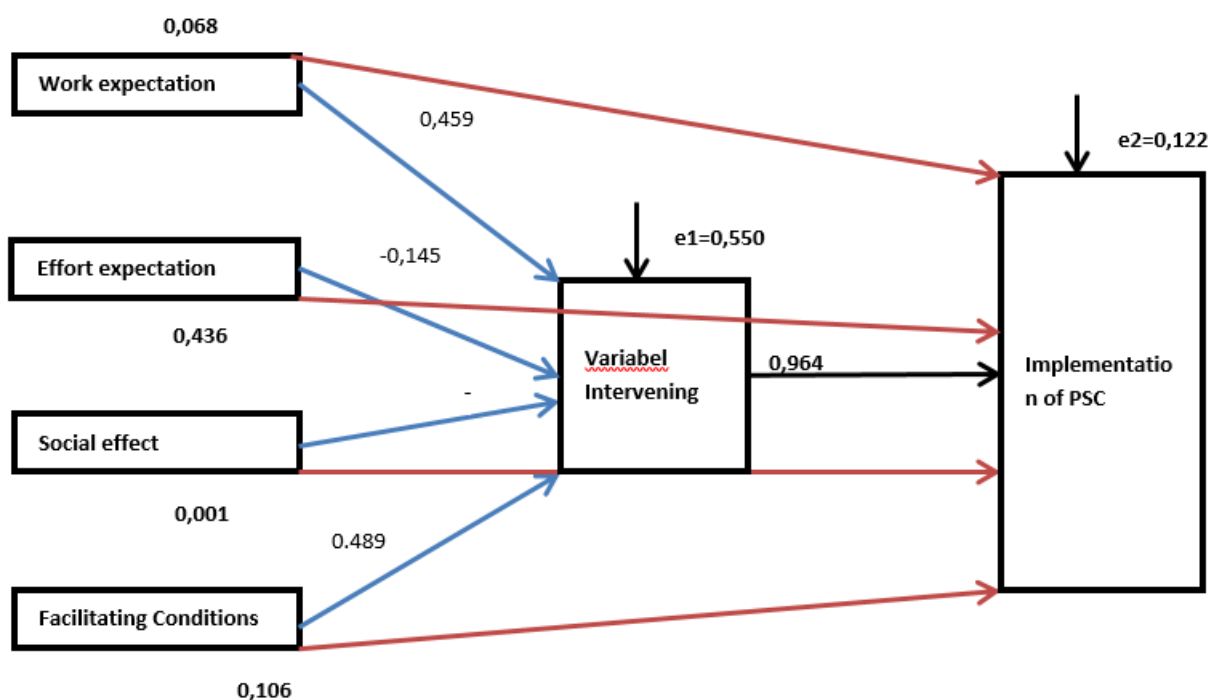


Figure 4. UTAUT Model Path Coefficient 2

Figure 2 shows the value of R² or R Square contained in the Model Summary table is 0.601, this shows that the contribution or contribution of the influence of X₁ and X₂ and M on Y is 60.1%. While the remaining 39.9% is contributed by other variables not included in the study. The value of e₂ can be calculated using the formula $e_2 = \sqrt{(1-0.601)} = 0.632$.

Figure 3 and Figure 4 are the path coefficients of the UTAUT 1 and 2 models, these models show the value of R² or R Square in the Model Summary table is 0.985, this shows that the contribution or influence of X₁, X₂, X₃, X₄ and M against Y of 98.5%. While the remaining 1.5% is contributed by other variables not included in the study. The value of e₂ can be calculated using the formula $e_2 = \sqrt{(1-0.985)} = 0.122$.

DISCUSSION

Analysis of Factors Influencing PSC Use with the TAM Model

The results showed that perceived usefulness ($p < 0.001$), perceived convenience ($p < 0.001$)

had a significant effect on PSC implementation. Pediatric patients using PSC at dr. Iskak Tulungagung mostly male sex with a percentage of 61%. These results are the same as previous studies conducted in the United States, where the largest presentation of emergency calls for children was male at 59.8%. (Diggs, 2016). Most of the patients aged 12-18 years (55%). Research in Denmark showed that the highest percentage of pediatric patients who used EMS services was aged 1-5 years (44.6%). (Andersen, 2018). In this study, the origin of users of PSC services was from the city sub-district by 5%, and from other sub-districts by 81%, while from outside Tulungagung Regency by 14%. The results of the study in Senegal, found that the largest number of patients (40.3%) came from suburbs, followed by the city of Dakar (39.4%), regions (19.9%) and (0.5%) from neighboring countries (Thiongane, 2022).

The direct effect of perceived benefits on the intervening variables shows that the perceived benefits variables have a significant effect on the intervening variables with

$p < 0.001$ so that the perceived benefits variables have a significant effect on the intervening variables. If the perception of benefits decreases, the actual usage attitude will also decrease. So the higher the perception of the benefits applied will increase the attitude of the respondent's actual use.

The direct effect of Perceived Convenience on Intervening Variables indicates that perceived ease of use has a significant effect on intervening variables with $p < 0.001$, less than the specified significant level. So that the perceived convenience variable has a significant effect on the intervening variable. If the perceived ease of use decreases, the actual usage attitude will also decrease. So the higher the perception of ease that is applied will increase the attitude of the respondent's actual use. The results obtained are in line with research in Semarang which conducted an Acceptance Analysis of the Online Health Center Registration System using the TAM method to obtain a perception of benefits of 76.5% and then influence the intention to use (Astuti, 2020).

The direct effect of perceived benefits on the implementation of the use of PSC services shows that the perceived benefits variable has a significant influence on the implementation of the use of PSC services $p = 0.011$ or less than the specified significant level. So that the perceived benefit variable has a significant effect on the implementation of the use of PSC services. If the perception of benefits decreases, the implementation of the use of PSC services will also decrease. So the higher the perceived benefits that are applied will increase the implementation of the use of PSC services.

The direct effect of perceived convenience on the implementation of the use of PSC services shows that the variable perceived ease of use has a significant influence on the implementation of the use of PSC ser-

vices $p = 0.011$ or less than the specified significant level. So that the perceived convenience variable has a significant effect on the implementation of the use of PSC services. If the perceived ease of use decreases, the implementation of the use of PSC services will also decrease. So the higher the perception of ease that is applied will increase the implementation of the respondent's use of PSC services.

Indirect Effect of Perceived Benefit through Intervening Variables (User Attitude, Actual Use) on Implementation of Use of PSC Services. Based on the calculation results, it is known that the direct effect $p = 0.043$ and the indirect effect is 0.123, which means that the indirect effect value is greater than the direct effect value, so that indirectly the perception of benefits through the user's attitude, the actual use has a significant influence on the implementation of the use of PSC services.

Indirect Effect of Perceived Convenience through Intervening Variables (User Attitude, Actual Use) on Implementation of Use of PSC Services. Based on the calculation results, it is known that the direct effect value is 0.165 and the indirect effect is 0.181, which means that the indirect effect value is greater than the direct effect value, so that indirectly the perceived ease of use through the user's attitude, actual use has a significant influence on the implementation of the use of PSC services. This study is in line with Sezgin (2017) where real results have a significant effect on the intention to use the m-health application in Turkey. Meanwhile, output quality is a person's belief that this system can solve problems. This is in line with Rafeque (2019) where system quality affects the acceptance of mobile library applications in China.

Research conducted at Wijaya Kusuma Purwokerto Hospital regarding acceptance of a hospital SIM using the TAM method,

obtained the results. Perceived benefits and perceived convenience directly have a significant effect on system acceptance (Nur, 2019). The same results were obtained in the research on the Evaluation of the Application of Management Information Systems at RSIA Bhakti Persada Magetan Hospital Using TAM. The results of the study simultaneously variable system quality, perceived ease of use has a significant effect on the application of information systems. The magnitude of the influence of these two variables on the application of information systems is 75.3% (Bayu, 2017).

The TAM model is able to explain well that the perception of the benefits of the system is formed from real results both indirectly through the attitude of the user and also directly benefits from the implementation of the use of PSC.

Analysis of Factors Influencing PSC Use with the UTAUT Model

The results showed that work expectations ($p=0.068$), effort expectations ($p=0.436$), and facilitating conditions ($p=0.106$) were related to PSC implementation but not statistically significant. The direct effect of performance expectations on the intervening variable (user interest) shows that the performance expectation variable has a significant effect on the intervening $p<0.001$ or less than the specified significant level. So it can be concluded that the performance expectation variable has a significant effect on the intervening variable (Bawack, 2018).

Erawantini & Nurmawati (2017) stated that performance expectations decrease, so user interest will also decrease. This is in accordance with research in Cameroon regarding the use of Health Information Systems which found that there is a direct effect of performance expectations on user interest.

The direct effect of business expectations on the intervening variable (user interest) shows that the business expectation variable has a significant effect on the intervening variable $p=0.008$ or less than the specified significant level. So it can be concluded that the effort expectation variable has a significant effect on the intervening variable. If business expectations decrease, user interest will also decrease. This is consistent with research in Cameroon regarding the use of the Health Information System which found that there is a direct effect of business expectations on user interest (Bawack, 2018).

The direct effect of social influence on the intervening variable (user interest) shows that the social influence variable does not have a significant effect on the intervening variable $p=0.965$ or greater than the specified significant level. So it can be concluded that the social influence variable has no significant effect on the intervening variable. If social influence decreases, it does not mean that it reduces user interest. These results are different from research in Cameroon regarding the use of Health Information Systems. The results show that social influence has the most significant influence because the adoption of Health Information Systems is highly dependent on the level of patient and government involvement (Bawack, 2018). This shows that the involvement of the Tulungagung district government can guarantee the availability of health services through PSC regardless of the social class of the community.

The Direct Effect of Facilitating Conditions on Intervening Variables (User Interest) indicates that the facilitating condition variables have a significant influence on the intervening variables $p<0.001$ or smaller than the specified significant level. So it can be concluded that the facilitating condition variable has a significant effect on the inter-

vening variable. If facilitating conditions decrease, user interest will also decrease. This is consistent with research in Cameroon regarding the use of the Health Information System which found that there was a direct effect of facilitating conditions on the interest of the user to carry it (Bawack, 2018).

The direct effect of performance expectations on the implementation of the use of PSC services shows that the variable performance expectations have a significant influence on the variables of implementation of the use of PSC services $p=0.002$ or less than the specified significant level. So it can be concluded that the performance expectation variable has a significant effect on the implementation of the use of PSC services. If performance expectations decrease, the implementation of the use of PSC services will also decrease.

The direct effect of business expectations on the implementation of the use of PSC services shows that the variable of business expectations has a significant influence on the variable of implementation of the use of PSC services $p<0.001$ or smaller than the specified significant level. So it can be concluded that the business expectation variable has a significant effect on the implementation of the use of PSC services. If business expectations decrease, the implementation of the use of PSC services will also decrease. Research conducted at the DKT Wijaya Kusuma Purwokerto Hospital regarding acceptance of a hospital SIM using the UTAUT method, obtained the test results that most influenced the success of the hospital's medical record management system, namely the Effort Expectancy (EE) variable with a statistical score of 2.109, which is better than the other variables. other variables (Nur, 2019).

The direct effect of social influence on the implementation of the use of PSC services shows that the social influence variable does

not have a significant effect on the implementation variable of the use of PSC services with a significance value of 0.972 or greater than the specified significant level. So it can be concluded that the social influence variable has no significant effect on the implementation of the use of PSC services. If social influence decreases, it does not mean that the implementation of the use of PSC services has decreased. The results of the research conducted (Wahyuni, 2016) show the same results for social influence. The results of the study show that the social influence hypothesis does not have a significant effect on user interest. This explains that PSC services can be accepted by all levels of society.

The direct effect of facilitating conditions on the implementation of the use of PSC services shows that the variable of facilitating conditions has a significant influence on the implementation variable of the use of PSC services $p<0.001$ or smaller than the specified significant level. So it can be concluded that the facilitating condition variable has a significant effect on the implementation of the use of PSC services. If facilitating conditions decrease, the implementation of the use of PSC services will also decrease.

The direct effect of the intervening variable (user interest) on the implementation of the use of PSC services shows that the intervening variable has a significant influence on the implementation variable of the use of PSC services $p<0.001$ or smaller than the specified significant level. So it can be concluded that the user interest variable has a significant effect on the implementation of the use of PSC services. If user interest decreases, the implementation of the use of PSC services will also decrease.

Indirect Effect of Performance Expectations through Intervening Variables (User Interest) on the Implementation of PSC Service Utilization. Based on the calculation results, it is known that the direct effect

$p=0.068$ and the indirect effect $p=0.442$ which means that the indirect effect value is greater than the direct effect value. These results indicate that indirectly performance expectations through user interest have a significant influence on the implementation of the use of PSC services.

Indirect Effect of Business Expectations through Intervening Variables (User Interests) on the Implementation of the Use of PSC Services. Based on the calculation results it is known that the direct effect $p=0.436$ and the indirect effect $p=-0.139$ which means that the direct effect value is greater than the indirect effect value, these results indicate that indirectly business expectations through user interest do not have a significant influence on the implementation of use PSC services.

Technology or Indirect influence of Facilitating Conditions through Intervening Variables (User Interests) on the Implementation of the Use of PSC Services. Based on the calculation results it is known that the direct effect $p=0.106$ and the indirect effect $p=0.471$ which means that the indirect effect value is greater than the direct influence value, these results indicate that indirectly facilitating conditions through user interest have a significant influence on the implementation of the use of PSC services (Venkatesh et al., 2012).

Research conducted by Vikry, namely Evaluation of User Acceptance of Health Information Systems at Polyclinic Universitas Brawijaya Using the Unified Theory of Acceptance and Use of Technology (UTAUT) Model was analyzed using descriptive statistical analysis. The results of the descriptive analysis on the variable performance expectancy are included in the very high category (89.7%), effort expectancy is included in the very high category (86.9%), social influence is included in the high category (78.97%), while facilitating conditions are included in

very high category (80.29%). Based on the values obtained by the social influence variables and Facilitating conditions, they are prioritized for recommendations for improvement (Vikry, 2019).

Research conducted by Astuti in Semarang who conducted research on Acceptance Analysis of the Online Health Center Registration System using the UTAUT method obtained performance expectations (T-stat= 3.21), business expectations (T-stat= 2.06) and business expectations moderated by age (T-stat = 1.93) is a factor that influences the intention to use this system. This research is in line with research (Rema, 2016) where performance expectations and business expectations influence the intention to use mobile banking services. Likewise with study by Ahmed (2021) where performance expectations and business expectations are one of the factors influencing the adoption of mobile health services for the elderly in Bangladesh. Business expectations also affect the use of m-health in South Africa (Ndayizigamiye, 2020).

The UTAUT model is able to explain well the mechanism of behavioral interest in technology use. although the Health Service information system still needs to be developed several other variables, including 1) service delivery, 2) health personnel, 3) information, 4) medical products, vaccines & technology, 5) financing, and 6) leadership and governance (Fuad, 2018).

AUTHOR CONTRIBUTION

Zuhrotul Aini as the lead researcher who selects topics, collects data, analyzes data, and writes publication manuscripts. Yuli Peristiowati and Agusta Dian Ellina as research members who assisted in preparing the publication manuscript.

CONFLICT OF INTEREST

There was no conflict of interest in the study.

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