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A Meta-Analysis Of Research On Intention To Use Information Technology (SIMRS) In Hospitals

Devia Shinta Mulia Asih[1*], Siti Zulaikha Wulandari[2*] , Eman Sutrisna[3*]

[1*] University of General Soedirman , devia.shinta.m@mhs.unsoed.ac.id, Indonesia
[2] University of General Soedirman , siti.wulandari@unsoed.ac.id, Indonesia
[3] University of General Soedirman , eman.sutrisna@unsoed.ac.id, Indonesia
* corresponding author

ABSTRACT

This study aims to explore the intention to use Information Technology (SIMRS) in the Hospital, using the Systematic Literature Review method. Through an analysis of ten relevant journals, several important findings were found related to technology acceptance among nurses and hospital staff. First, the level of acceptance of information systems such as Electronic Medical Records (EMR) and SIMRS is influenced by the factors of perceived usefulness and perceived ease of use, which is in line with the TAM model. Second, user behavior is influenced by ease of access, availability of services, and positive attitudes towards technology. In addition, social aspects, such as trust and privacy issues, also influence eHealth acceptance. Third, the implementation of new technologies such as the Internet of Things (IoT) and big data improves the quality of health services, while national cultural values   such as masculinity and uncertainty play an important role in the adoption process. These findings demonstrate the importance of contextual understanding in the implementation of health technology to maximize its acceptance and effectiveness in the hospital environment.

Keyword : Intention To Use, Technology Acceptance Model (TAM), SIMRS, Implementation

1. Introduction

The development of information technology in the health sector has driven major changes in the health care system, including in the hospital environment. However, the acceptance and adoption of this technology remains a challenge, especially in understanding the factors that influence its use by health workers. The Technology Acceptance Model (TAM), first introduced by Davis in 1989, is often used to evaluate the extent to which users accept new technologies. In the context of hospitals, TAM can help understand health workers' perceptions of technology and its impact on improving the efficiency and quality of patient care.

The Technology Acceptance Model (TAM) is defined as the opposite of rejection, indicating a positive decision to utilize an innovative solution (Shaalan et al., 2021). Technology acceptance focuses on an individual's psychological state associated with the desire to use a

particular technology (Qasyi et al., 2021). User acceptance of technology is not only relevant at the design stage or immediately after implementation, but also over time. Information systems, designs, work environments, and potential users are constantly changing. User needs can also change due to these changes as well as other social or cultural factors (Qasyi et al., 2021).

Information technology has developed rapidly in the health sector (Emran & Arpaci., 2021). This technology is important to improve the quality of health services and patient satisfaction. In addition, the use of technology by health workers is a very important aspect, considering that information technology plays a role in increasing the efficiency and effectiveness of their work (Rahmi et al., 2018). Therefore, it is important to understand how individuals respond to the emergence of new technologies. Low levels of acceptance of a particular technology can lead to failure or delay in implementation. In addition, low acceptance of technology in the health sector can have a negative impact on the main objectives of the technology (Boon, 2019).

Acceptance models and theories are utilized because they can provide deeper insight into user behavior towards a particular technology or service through underlying factors (Maroof et al., 2021). By identifying these factors, it is hoped that the effectiveness of health technology can be improved, because researchers can explore technical, social, and cultural aspects and understand how these factors relate to user readiness to utilize the health system. Therefore, this study aims to systematically review various studies that have conducted empirical evaluations of various technologies in the health sector related to technology acceptance models and theories (Shaalan et al., 2021).

2. Literature Review

Over the past three decades, a number of theoretical models and their developments have been created to understand the level of individual acceptance and behavior towards various technologies in various fields (Rahimi et al., 2018). These models present various factors to understand how these factors influence the acceptance of technology by users. These theories include, but are not limited to, the theory of reasoned action (TRA), technology acceptance model (TAM), extensions of TAM, unified theory of acceptance and use of technology (UTAUT), social cognitive theory (SCT), theory of interpersonal behavior (TIB), theory of innovation perception characteristics, theory of planned behavior (TPB). Among these theories, UTAUT is known as the most relevant model (Shaanan et al., 2021) and is often used in technology acceptance studies in the healthcare sector (Shaanan et al., 2021). In addition, TAM is also recognized as a standard model in various fields of technology (Qasyi et al., 2021). However, UTAUT has been shown to have better explanatory power, about 20-30% higher than TAM, which is about 40-50% related to end-user behavioral intentions (Shaanan et al., 2021).

Conducting a review that includes multiple technology acceptance models, rather than just one model such as TAM, may be more beneficial. In addition, reviewing multiple types of information technologies, rather than just one technology such as electronic medical records, is essential to identify various aspects or gaps in research. Thus, this review seeks to provide a new perspective on the literature on technology acceptance in the healthcare sector by classifying the collected studies based on the technology acceptance model used, the information technology studied, participants, and the country of implementation. This study also aims to identify the dominant acceptance model, the most frequently used factors, and

the most frequently confirmed relationships to address gaps in the literature and assist further research in designing a more integrated technology acceptance model in the healthcare sector.

The research conducted by Shalaan et al (2021) has conducted a Systematic Literature Review on several platforms such as ScienceDirect, GoogleScholar, and PubMed. Shaalan has read more than 1750 journals citing the Technology Acceptance Model (TAM) especially the UTAUT model. Shalaan et al (2021) found that in addition to the core constructs of TAM and UTAUT, the results of the study showed that anxiety, computer self-efficacy, innovation, and trust were the most influential factors towards various healthcare technologies. The results of the study by Shaalan et al (2021) also revealed that Taiwan and the US are leading research on technology acceptance in healthcare, with a significant increase in research focusing on telemedicine solutions and electronic medical records.

Hadadgar et al. (2019) examined the intention of 146 general practitioners to use e-learning in continuing medical education (e-CME). Based on the theory of planned behavior (TPB), the results of the study showed that attitudes and perceived behavioral control factors had a significant influence on the intention to use e-CME. This study only involved one group of users (general practitioners), with a limited sample size compared to the optimal sample for factor analysis. In addition, Perlich et al. (2018) examined the acceptance of an interactive documentation system by therapists and patients in an addiction treatment center in Germany. This study used an extended UTAUT model with the construct of attitude. The main results showed that attitude was the strongest predictor of intention to use.

3. Research Methods

This study uses the Systematic Literature Review (SLR) method which aims to collect, analyze, and synthesize existing literature on the implementation of the Technology Acceptance Model (TAM) in hospitals. SLR was chosen because it allows researchers to identify research trends, find research gaps, and develop a comprehensive understanding of the factors that influence technology acceptance in the hospital environment.

This review is based on findings from studies published in journals and digital databases to discuss and empirically explore technology acceptance in health. Conducting a review of existing related literature is an important step in any scientific research (Saedi & Emran., 2021). In general, reviews can simplify and expand theory development, fill gaps in research, or summarize areas where extensive research has been conducted (Saedi & Emran., 2021). Systematic reviews are useful for introducing researchers to the research topics they are studying. Systematic reviews differ from traditional or narrative reviews, because systematic reviews are more rigorous and provide a well-defined approach to reviewing a particular topic (Qasyi et al., 2021).

Preferred Reporting Items for Systematic Reviews and Meta-Analysis (PRISMA) was applied in this review (Moher et al., 2015). The use of PRISMA helps to describe the flow of information through the various stages of the review (Nuaimi & Emran., 2021). PRISMA also shows the number of articles identified, included, and excluded along with the reasons behind the excluded articles. S

1. **Searching**

   The search process will be conducted on electronic databases such as PubMed, Google Scholar and ScienceDirect. Search keywords will include terms such as " *Technology Acceptance Model* ," "hospital," "Hospital Management Information System," and

"TAM in healthcare." Keyword combinations will be adjusted using Boolean operators (AND, OR) to optimize search results.

2. **Study Selection**

Studies found from the initial search results will go through a screening process to identify relevant studies. This process will include:

3. **De-duplication.**

Examination of titles and abstracts for compliance with inclusion and exclusion criteria. Examination of full text of screened articles to ensure relevance to this study.

4. **Data Collection and Analysis**

- Once studies are selected, information will be extracted from each article, including:
- Basic information (author, year, study location).
- Description of the TAM method used in the research.
- Main results on factors influencing technology acceptance.
- The data collected will be analyzed qualitatively and, where possible, quantitatively to find emerging patterns.

5. **Synthesis of Results**

After the data is analyzed, the results will be synthesized to answer the research questions related to TAM implementation in hospitals. The synthesis process will focus on key findings related to technology acceptance, key factors influencing technology acceptance in hospitals, and existing research gaps.

By using this method, the research is expected to provide a significant contribution in understanding how TAM is implemented in hospitals and what factors influence the acceptance of technology in that environment.

4. Results

The review results from Google Scholar and PubMed with the keywords Technology Acceptance Model (TAM), Hospital management information system, and implementation obtained 1820 results. Based on these results, the researcher conducted skimming with a time span of 10 years (2014-2024) to conduct detailed observations so that 1390 results were obtained. After that, the author conducted filtering by only anchoring research articles, so that it could provide a detailed analysis of the latest literature on technology acceptance in health services obtained from 65 journals. Finally, the author chose 10 comprehensive journals to conduct a Systematic Literature Review which can be seen in Table 4.1.

Table 4.1. Previous Research

Title and Author	Method	Variables	Results
Management Information System Acceptance Analysis Hospitals use Technology Acceptance Model at Kajen Regional Hospital, Pekalongan Regency Imaniar Sevtiyani, Eko Sediyono, Sri Achadi Nugraheni (2021)	Quantitative correlation with cross-sectional approach. This study uses a questionnaire as a data collection instrument and analyzes data with Structural Equation Modeling (SEM)	Job fit, Subjective Norm, User beliefs, Perceived usefulness, Ease of use, Intention to use, Usage behavior.	Nurses showed high acceptance of *Electronic Medical Records* (EMR), with 40.9% agreeing and 24.4% strongly agreeing that EMR is useful. The majority felt there was no high level of difficulty in using it. The study emphasized the importance of nurses updating their computer skills to maintain the quality of patient care.

Title and Author	Method	Variables	Results
Analysis of SIMRS acceptance using the TAM (*Technology Acceptance Model*) method Laela Anggraeni Husnaeni, Ai Susi Susanti (2022)	The quantitative method uses *the Technology Acceptance Model* (TAM) to measure employee acceptance of the use of the Hospital Management Information System (SIMRS).	Ease of use, Perceived usefulness, Acceptance	Hermina Arcamanik Hospital employees showed good acceptance of the Hospital Management Information System (SIMRS), with ease of use of 86.76%, usefulness of 86.19%, and application acceptance of 84.19%. It is recommended to increase the focus on application acceptance because its value is lower than other variables.
Technology Acceptance Model (TAM) and Theory of Planned Behavior (TPB) in beliefs and behavior in using Hospital Management Information Systems Yunita Wisda Tumarta Arif, Puguh Ika Listyorini (2020)	Qualitative descriptive research method, using *the Technology Acceptance Model* (TAM) combined with factors from the Theory of Planned Behavior (TPB) to evaluate user beliefs and willingness to use the Hospital Management Information System at RSU PKU Muhammadiyah Delanggu.	Perceived ease of use, Subjective norm, Perceived behavioral control	Overall, the results of this study indicate that users have good confidence and willingness to use the system, and the aspects of perceived ease of use and perceived service availability have the highest value, which is 82%. The aspect of attitude toward using has the lowest value among the seven aspects with a percentage of 71%.
Exploring Usability and Patient Attitude towards a Smart Hospital Service with the *Technology Acceptance Model* Jui-Che Tu, Shi Chen Luo, Yi-Lin Lee, Ming-Feng Shih, and Shu-Ping Chiu (2022)	The research method used in this text is quantitative using a survey through a questionnaire. The researcher conducted a regression analysis to determine the factors that influence patient intentions in using the smart medical service system.	Perceived ease of use, usefullness, attitude towards, using, behavorial intention to use, actual system use.	The study found that factors that influence patients' positive intentions and attitudes towards using smart services are mainly related to the benefits and convenience offered by the service. If patients believe that smart services are trustworthy and provide benefits to them, then their intentions and attitudes towards using them tend to be more positive.
Digital Transformation in Healthcare: Technology Acceptance and Its Applications Angelos I. Stoumpos , Fotis Kitsios and Michael A. Talias (2023)	Study This conduct a systematic bibliographic review with use Scopus, Science Direct, and PubMed databases, covering literature from 2008 to 2021. From this search, 5847 papers were identified, and after going through a selection process, 287 articles were selected for further analysis.	Perceived ease of use, usefullness, attitude towards, using, behavorial intention to use, actual system use.	The study results show that digital transformation has transformed the healthcare sector by bringing technological innovations, such as wearable technology, virtual reality, and *the Internet of Things* (IoT), which influence patient healthcare choices and drive a patient-centric healthcare culture.
Big data management in healthcare:	The methodology used is the Analytic Network Process	Expertise Barrier Operation Barrier Resource Barrier	The results of the study show that big data-based health information systems have developed rapidly and

Title and Author	Method	Variables	Results
Adoption challenges and implications Peng-Ting Chena, Chia-Li Linb, Wan-Ning Wu (2020)	(ANP) to determine the weight of the obstacle aspects, as well as VlseKriterijumska Optimizacija I Kzompromisno Resenje (VIKOR) to identify the most appropriate strategy to overcome these obstacles.	Regulation Barrier Market Access Barrier	help analyze health trends and support timely preventive care. This study aims to evaluate the barriers faced by organizations in implementing big data-based health information systems.
Impact of Trust and Privacy Concerns on Technology Acceptance in Healthcare: An Indian Perspective Devendra Dhaggara, Mohit Goswami, Gopal Kumar (2020)	The research method used was a survey of 416 patients. This study used the Structural Equation Modeling model, integrating *the Technology Acceptance Model* (TAM) with the constructs of trust and privacy concerns.	Trust, Privacy Concern, Perceived Usefulness, Perceived ease of use, Behavioral Intention	The results of the study showed that perceived usefulness, perceived ease of use, trust, and privacy concern were direct predictors of patient intention to accept technology in health services.
The role of trust in intention to use the IoT in eHealth: Application of the modified UTAUT in a consumer context Wissal Ben Arfi a, Imed Ben Nasr, Galina Kondrateva, Lubica Hikkerova (2021)	Partial Least Squares - Structural Equation Modeling (PLS-SEM) research method , which is applied to the sample as many as 267. Research This use framework study based on the Unified Theory of Acceptance and Use of Technology (UTAUT)	Behavioral intention, Performance expectancy, Effort expectancy, Social influence , Facilitating conditions, Trust−risk relationship	Research result show that connection risk-trust play role important in IoT adoption for eHealth. In not expected , performance expectancy (expectation) performance) no own impact on intention IoT usage for eHealth. Findings
Investigating acceptance of telemedicine services through an extended technology acceptance Syeda Ayesha Kamal, Muhammad Shafiq, Priyanka Kakria (2019)	The research method used is a survey. The data is analyzed use Partial Least Squares (PLS) method . This study is based on *the Technology Acceptance Model* (TAM), modified with the addition of several factors such as technology anxiety, social influence, facilitating conditions, and resistance to technology.	Trust, Perceived usefulness, perceived ease of use, Social influence, Technological anxiety, Resistance to use, Perceived risk, Privacy	The results of the study showed that the intention to use telemedicine services was influenced by several factors, namely perceived ease of use, technological anxiety, social influence , perceived usefulness, trust, facilitating conditions, perceived risk, and resistance to technology.
Digital Clinics and Mobile Technology Implementation for Mental Health Care	The research method used is a literature review of the implementation of digital mental health applications in	characteristics of the innovation, recipients of the technology, context	Research shows that implementing mental health apps in clinics requires attention to app usability, patient and clinician readiness, and health system support. Effective strategies include technology co-

Title and Author	Method	Variables	Results
Samantha L. Connolly1,2 & Eric Kuhn3,4 & Kyle Possemato5 & John Torous (2021)	clinical settings. This study explores examples of the implementation of digital clinics that combine mental health applications with routine care.		production, training, support teams, and redesigning clinical workflows for optimal integration.
Explain users' technology acceptance through national cultural values in the hospital context C. Metallo, R. Agrifoglio , L. Lepore and L. Landriani (2022)	Research methods used in text This is Structural Equation Modeling with Partial Least Squares (PLS) technique . Researchers develop and test seven hypothesis related mark culture national influencing reception technology at home Sick .	behavorial intention, perceived of use, perceived ease of use, individualism, uncertainty, masculinity/feminity, power distance, long term orientation	Research result show that mark culture national such as uncertainty avoidance , masculinity / femininity , and orientation time influence reception technology at home sick . Individuals with masculine values, high levels of uncertainty, and long-term orientation are more likely to use technology, which is influenced by social norms rather than by the perceived usefulness of technology.
Analysis on Use PLN Daily Application (Empirical Study on PLN UP3 Tegal Employees) Andika Pratama, Siti Zulaikha Wulandari, Devani Laksmi Indyastuti (2022)	The research method used in the text is a quantitative method with regression analysis techniques.	Perceived usefulness, attitude to use, intention to use, actual system	Perceived usefulness enhances attitudes and intentions to use an application, where positive attitudes strengthen intentions. Intentions influence actual use, with usage attitudes mediating the relationship between perceived usefulness and intentions.

Source: Previous Research, 2024.

5. Discussion

Based on the results of Systematic Literature Review (SLR) of several studies related to technology acceptance in hospital management information systems, there are several main factors that influence user acceptance of this technology. Research conducted by Imaniar Sevtiyani et al. (2021) and Laela Anggraeni Husnaeni et al. (2022) showed that nurses and hospital staff have a high level of acceptance of information systems such as Electronic Medical Records (EMR) and Hospital Management Information Systems (SIMRS), especially those that are considered useful and easy to use. Factors such as perceived usefulness and perceived ease of use show a significant influence on intention to use, which is in accordance with the Technology Acceptance Model (TAM).

Research conducted by Yunita Wisda Tumarta Arif and Puguh Ika Listyorini (2020) and Jui-Che Tu et al. (2022) examines in more depth the behavioral and attitudinal factors that influence the acceptance of information systems in the health sector. This study combines elements of the Theory of Planned Behavior (TPB) and TAM, which show that belief and intention to use the system are influenced by perceived ease of access and availability of services. On the other hand, patients also showed positive attitudes towards smart hospital services that provide convenience and direct benefits to them, which means that user attitudes play a role in the acceptance of health technology.

Broader research on digital transformation in healthcare, such as that presented by Angelos I. Stoumpos et al. (2023), as well as studies on big data by Peng-Ting Chen et al. (2020), show that technologies such as IoT, virtual reality, and big data management have a significant impact on the healthcare sector. The adoption of these technologies, despite challenges, can improve the quality of healthcare services by encouraging a more proactive service culture. Meanwhile, factors such as trust, privacy concerns, and risk perception, as discussed by Devendra Dhaggara et al. (2020) and Wissal Ben Arfi et al. (2021), also plays an important role in user intention to accept eHealth technology, indicating that social and psychological aspects of users need to be considered in the implementation of healthcare technology.

On the other hand, research by Samantha L. Connolly et al. (2021) on the implementation of digital mental health applications in clinics emphasizes the importance of application usability, patient and doctor readiness, and health system support in the adoption process. This study recommends a technology co-production approach, user training, and clinical workflow redesign to ensure optimal technology integration. In addition, research by C. Metallo et al. (2022) highlights how national cultural values   can influence technology acceptance in the hospital context. They found that individuals with masculine values   and high levels of uncertainty were more likely to use technology, indicating that social norms may be more influential than the perceived usefulness of the technology itself. These findings emphasize the need for contextual and cultural understanding in designing and implementing health technology to be more accepted by users.

This research is supported by research by Zulaikha et al (2022) which shows similarities regarding the influence of perceived usefulness on positive attitudes towards technology. In this study, perceived usefulness was shown to improve attitudes towards hospital information systems, while in the study of Zulaikha et al (2022) perceived usefulness influenced the intention to use the application. Both studies support the idea that perceived usefulness plays an important role in forming positive attitudes in various technological contexts. Second, in the study of Zulaikha et al (2022), intention was influenced by perceived usefulness and attitude, while in this study, ease of access and trust also influenced user beliefs. However, this study also highlights social and cultural aspects, such as trust, privacy, and cultural values, which were not discussed in the study of Zulaikha et al (2022). These social factors add to the perspective that technology acceptance, especially in the health sector, is sensitive to the influence of social and cultural contexts, thus providing a broader scope for the Technology Acceptance Model (TAM).

Implications
1. **Understanding User Acceptance**: The findings highlight the importance of perceived usefulness and perceived ease of use as key factors influencing the acceptance of Hospital Management Information Systems (SIMRS) and Electronic Medical Records (EMR) among healthcare professionals. This aligns with the Technology Acceptance Model (TAM), suggesting that enhancing these perceptions can lead to higher acceptance rates among users.
2. **Behavioral and Attitudinal Factors**: The integration of the Theory of Planned Behavior (TPB) with TAM indicates that user beliefs and intentions are significantly influenced by factors such as ease of access and service availability. This suggests that improving these aspects can enhance user attitudes towards technology.
3. **Cultural Context**: The research emphasizes the role of national cultural values in technology acceptance, indicating that social norms and cultural factors can

significantly impact user behavior. This underscores the need for a contextual understanding when implementing health technologies.

Suggestions

To improve the acceptance of health information systems, hospitals should invest in training programs that focus on enhancing the perceived ease of use and usefulness of these technologies. Providing ongoing support can also help users feel more confident in utilizing new systems. And future studies should explore the interplay between various technology acceptance models and the specific factors that influence acceptance in different healthcare contexts. This can help identify gaps in the literature and inform the development of more comprehensive models. By implementing these suggestions, healthcare organizations can enhance the acceptance and effectiveness of technology in improving patient care and operational efficiency.

6. Conclusion

1. Acceptance Level and Key Factors: Nurses and hospital staff showed a high level of acceptance of information systems such as EMR and SIMRS, influenced by perceived usefulness and perceived ease of use, which is in line with the *Technology Acceptance Model* (TAM).
2. Behavioral and Social Aspects: User confidence to use the system is influenced by ease of access and availability of services, as well as positive patient attitudes towards technology. Social aspects such as trust and privacy concerns also influence the acceptance of eHealth technology.
3. Impact of New Technologies and Cultural Values: New technologies such as IoT and big data contribute to improving the quality of healthcare services. In addition, national cultural values, such as masculinity and uncertainty, play a role in technology acceptance, indicating the importance of contextual understanding in implementing health technologies.

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