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# Attitude Toward of Public Hospital Information System: The Role of Technology Readiness

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## Abstract

*The public hospital information system is implemented in hospitals in Indonesia to facilitate hospital management in terms of services. However, there are still obstacles in running the system in its implementation, such as errors in the system. Based on this, this study aims to study the Individual Factors of Public Hospital Information System. The target questionnaire is 110, shown to public hospital employees who use the public hospital information system, especially in the finance department. The results of this study indicate that the role of perceived usefulness and perceived ease of use can influence attitude toward. Then attitude toward influencing public hospital information system adoption. However, perceived enjoyment does not have a significant effect on attitudes toward using public health information systems. These are the characteristics of public hospitals that require the implementation of the system to run regardless of whether the application user is comfortable.*

**Keywords:** Behavior Intention; Perceived Usefulness; Perceived Enjoyment; Public Hospital Information System; Technology Readiness

## 1. Introduction

Hospitals are the health service institutions that carry a social mission and must manage their business organizations in strategic policies. Also, the Hospital must make decisions accurately and precisely in improving services to achieve an innovative, effective, and efficient organization. Efficient and responsive under the vision and mission of the Hospital. User acceptance is one of the parameters for the success of an accounting information system. Observations made by the author indicate a level of acceptance of different accounting information systems at the Hospital. This can be caused by differences in their acceptance of the Perceived ease of use, comfort perception, and technology readiness which causes differences in attitudes towards accepting the accounting information system.

Perceived ease of use assumes that the system used can be easily used and can consistently operate the system. Experience in using accounting information systems for each employee is undoubtedly different. From observations made by researchers, it is known that some employees think that accounting information systems are easy to learn, so that it helps them in making their work more efficient. However, some employees think that the accounting information system is challenging to use because the information system application contains menus that are not commonly used. Hence, they are afraid that when an error occurs using the

system, the existing errors cannot be corrected.

In Indonesian hospitals, the usage of hospital information systems has not reached the appropriate degree of acceptance as yet (Rochmah et al., 2020). Some employees feel less comfortable using Hospital information systems because they do not understand the procedures for operating accounting information systems properly. Employees who find it difficult to understand how the accounting system works will feel that the system is complicated to run, resulting in discomfort and a sense of reluctance to operate the Hospital information system (Buntin et al., 2017).

Parasuraman and Colby define technology readiness as the level of a person's tendency to accept or reject information technology (Parasuraman & Colby, 2015). The more ready someone is to use technology, the more likely they are to have an attitude to continue using the technology (Damerji & Salimi, 2021; Elliott et al., 2012; Lai & Lee, 2020; Lee et al., 2012; Liljander et al., 2006; Nugroho & Andryzal Fajar, 2017; Shirahada et al., 2019). Facts in the field show that some employees feel they are not ready to implement accounting information systems. They feel pessimistic that accounting information systems can help their work. Besides that, some employees also feel insecure and uncomfortable using accounting information systems because they feel that one day there will be errors in the computer and accounting information system software so that the existing data becomes unsafe to store. Then some employees also feel they must

check every input data that goes into a report to ensure that the results obtained are by the actual report.

Research conducted by (Lin & Chang, 2011) explained that technology readiness affects user attitudes and perceived convenience. Meanwhile, other research states that the perception of comfort influences user attitudes, and user attitudes influence the acceptance of information technology (Alalwan et al., 2018; Holdack et al., 2020). With mature technology readiness, information system users will be better prepared to accept the existing system. The convenience factor is also one of the determinants where users feel comfortable using the technology to affect the user's attitude in deciding whether the system that has been used is valuable and can help increase work productivity.

## 2. Literature Review

Perceived ease of use is one's perception of time and effort made in using technology. Research conducted by Musyaffi shows that convenience is the most important factor in influencing the adoption of an information system (Musyaffi & Kayati, 2020). If a technology is easy for users to use, then they tend to behave in using the system. Perceived ease of use associated with the usage of management information systems by hospital employees has a significant impact on their intention to adopt the systems (Rochmah et al., 2020).

This is possible When the hospital information system is easy to use, all hospital stakeholders tend to accept the technology. This is following other studies that support the results of this study by stating that perceived ease of use has a significant influence on user attitudes (Chawla & Joshi, 2020a; Fraj-Andrés et al., 2018; Inegbedion et al., 2019; Russo et al., 2020; Safari et al., 2020).

H1 Perceived Ease of use have a sufficient impact on Attitude Toward.

When user feeling comfortable, users will have the potential to continue using the technology because it is felt that the technology can help users in doing their work (Cheung & Lee, 2011). Individual characteristics influence the behavioral intention to use and embrace electronic medical record (EMR) (Enaizan et al., 2020). Perceived Enjoyment is part of the variable benefits which are three user perceptions of system characteristics (Al-Gahtani, 2002). Despite the fact that stress is a hindrance to enjoyment, Fraj-andreas confirm that there is no negative reaction to the activity as a result of the stress. At the end of the day, the findings show that attitude can act as a mediator between perceived relative advantages and contentment, as well as between enjoyment and satisfaction. (Fraj-Andrés et al., 2018). In the context of the use of hospital information systems, the more the hospital system has the convenience of using it in operating the system, the tendency to receive hospital information systems is increasing. Consequently, it can be stated that the sense of comfort and enjoyment by the user has been shown to have a major impact on the attitudes of the user. Based on this, the conclusion is

H2 Perceived Enjoyment has a sufficient impact on Attitude Toward.

Technology readiness is a person's beliefs and attitudes in looking at positive and negative things about an information technology. Dimensions in technology readiness consisting of optimism, innovativeness, discomfort and insecurity have strong predictors in influencing user attitudes to adopt technology (Musyaffi et al., 2021; Walczuch et al., 2007). Measuring technology readiness is critical for utilizing public services such as hospital information systems, but it is especially critical when it comes to technology adoption

(Shirahada et al., 2019).

Technology readiness, according to Lin and Chang (2011), is important for gaining acceptance of technological models, which can be useful in the adoption of self-service through technological means. Developing and testing a model that incorporates the role of technological readiness into independent technology was the method used in conducting the research. He also discovered that TR users had higher levels of perceived utility, perceived ease of use, attitudes toward use, and intention to use the product as a result of their experience with the product. Based on the study of Handayani et al. (2017) find that non-technical elements such as human and organizational aspects have a stronger influence on HIS user adoption than technology dimensions. Several other researchers state that technology readiness is a predictor that can influence attitudes toward using the system. (Bağgöze, 2015; Elliott et al., 2012; Han et al., 2013; Lai & Lee, 2020; Liljander et al., 2006; Sunny et al., 2019; Walczuch et al., 2007). The hypothesis in this study is.

H3 Technology Readiness has a sufficient impact on Attitude Toward.

Attitude toward has an important role in a technology adoption. Tendency The user's positive or negative attitude will certainly support the adoption of a public hospital information system. According to the three models, attitude appeared as a fully mediating component between users' behavioral intentions and their using decisions (Mansour et al., 2016). In research conducted by Safari, attitude toward non-users has a significant impact on behavior intention (Safari et al., 2020). Users' inability to exert perfect control over the product they choose to use at all times, as well as the absence of other system characteristics whose use can influence users' knowledge of and attitude toward information systems, are two of the most serious shortcomings of information systems (Inegbedion et al., 2019). This is consistent with research (Al-Gahtani, 2002), which shows that perceived usefulness and user attitudes have a significant influence on technology acceptance. Several previous researchers showed similar support where attitudes toward effect on public hospital information system adoption (Chawla & Joshi, 2020a; Clark et al., 2021; Fraj-Andrés et al., 2018; Hwang et al., 2021; Mansour et al., 2016; Russo et al., 2020; Safari et al., 2020).

H4 Attitude Toward has a sufficient impact on public hospital information system adoption.

## 3. Research Method

The research targets in this study were users of general hospital information systems in the city and district of Cirebon, Indonesia. There are 2 regional general hospitals in the city. Specifically, purposive sampling has been utilized to choose and filter respondents, who are users of public hospital information systems, such as those in the finance and information technology departments. The study's number was 110 related to the finance department, including the accounting reporting section, treasurer, reception section, cashier, administration section, expenditure section, the budget section, and financial verification section. Questionnaires were distributed to respondents from hospital employees in the finance department in Indonesia. Each question is compiled based on items from previous research such as perceived usefulness (Goh et al., 2013; Musyaffi & Muna, 2021), Perceived ease of use (Goh et al., 2013; Musyaffi & Muna, 2021), perceived enjoyment (Al-Gahtani, 2002). A subsequent analysis of the data was carried out using the Structural Equation Model and the Partial Least Square approach, which was performed using SmartPLS. Testing reliability and validity of a measurement model by

# GENERAL MANAGEMENT

evaluating AVE, CR, and CA are the first two phases of the PLS method. The third stage is to determine whether or not the method is reliable and valid. Second, by putting the model

through its paces with the Structural model. Finally, it is necessary to test the hypothesis (Hair et al., 2019).

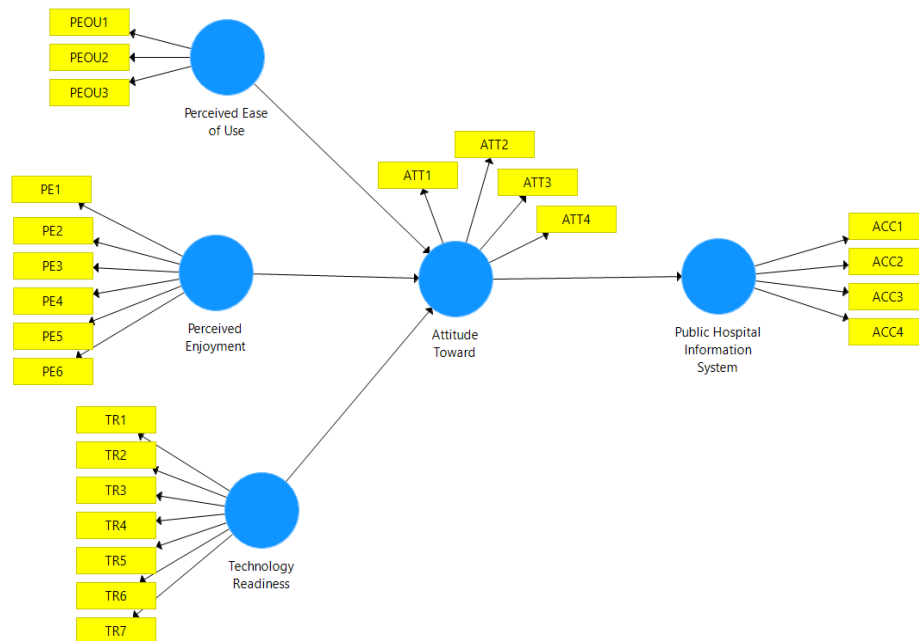


Fig 1: Research Model

## 4. Result

### Measurement Model

The first step is to test construct reliability. Construct reliability test was measured using CR and CA. The construct is said to be reasonably reliable if the CR and CA values are

above 0.7, and the construct is said to be moderately reliable if the CR and CA values are above 0.6 (Hair et al., 2019). Table 1 provides information that all the variable that have high reliability. As a result of these findings, it is possible to proceed to the following step, which is the evaluation of the structural model.

	CR	CA	AVE
Perceived ease of use	0,815	0,658	0,595
Perceived enjoyment	0,861	0,822	0,550
Technology readiness	0,831	0,762	0,514
Attitude Toward	0,853	0,769	0,597
Public Hospital Information System Adoption	0,800	0,664	0,506

Table 1: Validity and Reliability Instrument

### Structural Model

The R square is then evaluated, which is the following step. The combined effect of perceived ease of use, perceived enjoyment, and technological preparedness on user attitudes

is 0.399, or 39.9 percent, according to the study's findings. Likewise, the magnitude of the joint influence of user attitudes on the acceptance of accounting information systems is 0.113% or 11.3%.

	R Square	R Square Adjusted
Attitude Toward	0.399	0.382
Public Hospital Information System Adoption	0.113	0.105

Table 2: R Square and R Square Adjusted

### Hypotheses Testing

The last step is to evaluate hypotheses. The table 3 below

shows statistical results regarding hypothesis testing.

	Original Sample	T Statistic	p-value	Decision
Perceived ease of use → Attitude	0.366	3.106 (1.659)	0.002	H1 Accepted
Perceived enjoyment → Attitude	0.101	0.692 (1.659)	0.489	H2 Rejected
Technology readiness → Attitude	0.284	2.307 (1.659)	0.021	H3 Accepted
Attitude → Public Hospital Information System Adoption (Y)	0.337	3.248 (1.659)	0.001	H4 Accepted

Table 3: Hypothesis Testing

The table 3 above shows that there is 1 hypothesis that is not accepted from the four proposed hypotheses. The hypothesis that is not accepted is the second hypothesis regarding perceived enjoyment and attitude (P-value = 0.0489 > 0.05). while the first and third hypotheses regarding perceived ease of use (P-value = 0.002 < 0.05) and Technology Readiness (P-value = 0.021 < 0.05) on attitude have a significant effect. Meanwhile, the fourth hypothesis regarding Attitude towards Public Hospital Information System Adoption (P value=0.001 < 0.05) significantly impacts.

## 5. Discussion and Conclusion

The results of testing the hypothesis proposed in this study were obtained that the perceived ease of use significantly affected users' attitudes in public hospitals. This is following other studies that support the results of this study (Batara et al., 2017; Chawla & Joshi, 2020a; Elliott et al., 2012; Fraj-Andrés et al., 2018; Inegbedion et al., 2019; Lee et al., 2012; Mansour et al., 2016; Russo et al., 2020; Safari et al., 2020). The rapid development of information technology today makes information systems easier to use for users. They have a good understanding of accounting information systems, thereby reducing. The easier the accounting information system to use, the easier it will be for users to complete their work to impact user attitudes in using the accounting information system itself (Musyaffi et al., 2021; Musyaffi et al., 2021).

In addition, this study demonstrates that technological readiness has a major impact on user sentiments in Indonesian public hospitals. According to the findings of the following study (Lin & Chang, 2011), technology readiness enhances perceived usefulness, perceived ease of use, attitudes toward use, and intention to use of technology. Several other researchers also support the results of this research, where technology readiness is a predictor that can influence attitudes toward using the system. (Elliott et al., 2012; Han et al., 2013; Lai & Lee, 2020; Liljander et al., 2006; Sunny et al., 2019; Walczuch et al., 2007). The user's attitude in this study had a significant positive effect on the acceptance of the accounting information system at the Hospital, with the direct effect of the user's attitude on the acceptance of the accounting information system was 11.36%. This is consistent with research conducted by (Al-Gahtani, 2002), which shows that perceived usefulness and user attitudes have a significant influence on technology acceptance. The findings of other studies who assert that attitudes have a substantial impact on the acceptability of information technology are in agreement with this conclusion (Chawla & Joshi, 2020b; Russo et al., 2020; Safari et al., 2020)

Perceived enjoyment has no significant effect on user attitudes at public hospitals. The findings of other researchers

who have found that perceived enjoyment has a major impact on attitude are consistent with this (Cheung & Lee, 2011). The public Hospital in Indonesia has required all users of accounting information systems, especially in the finance department, to carry out their work so that there is no other choice for employees in the finance department to use accounting information systems. So that the influence of whether a person is comfortable or not in receiving an accounting information system does not affect users' attitude because the company where they work has required users to study accounting information systems.

This research is a study that focuses on the role of perceived enjoyment in the implementation of the hospital management system. Public Hospital Information System users agree that the existing system is accessible and acceptable. The ease of using information systems, such as the convenience of information system products and services, and the ease of business running the accounting information system, will encourage user attitudes in accepting information systems. In addition, employees in public hospitals have good technology readiness in adopting a public hospital information system. This shows that technology readiness, especially the readiness of accounting information systems, will encourage user attitudes in accepting information systems. Then the user's attitude influences the acceptance of public hospital information systems. This shows that the greater the user's positive attitude towards the accounting information system, the greater the acceptance of the accounting information system.

In comparison, perceived enjoyment does not affect the attitudes of users at public hospitals in Indonesia. This shows that whether employees are comfortable using the information system does not affect their attitude in accepting or rejecting the information system. This is because of the demands of the company in using accounting information systems that can facilitate all hospital users in completing their work.

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