

ANALYSIS OF E-MEDICAL RECORD UTILIZATION WITH UTAUT METHOD TO PERCEIVE BEHAVIORAL INTENTIONS AND BEHAVIORAL USE

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Abstract.

Hospital is an institution that is engaged in health services. The process of hospital care institutions, requires a lot of information and data, in processing that hospitals using medical record systems to store and process data. A good and complete medical record will have a significant effect on services and disease data collection. The electronic medical record is one of the breakthroughs in the field of information technology in hospitals. The application of a good electronic medical record can be viewed from various angles. There are various methods for assessing the acceptance of technology in a system and its application in the health sector. One of them is the method of Unified Theory of Acceptance and Use of Technology (UTAUT). UTAUT is a theory used to assess the acceptance of information technology. The main components of this theory include performance expectancy, effort expectancy, social influence, and facility conditions. This research is descriptive verification research with a survey method approach. The population in this study were medical personnel using electronic medical records (EMR) in the outpatient department of the Al-Ihsan Regional General Hospital Bandung, based on the sampling technique, a sample of 47 people was obtained. The results of this study found that the application of EMR in the District General Hospital Al-Ihsan is good because the stage of electronic medical records is in stage 5 within a period of 3 years after the adoption. The application of electronic medical records is seen from the user's point of view in the form of; Performance expectancy, effort expectancy, social influence, and facilitating conditions are in the high and quite a high category. This research is expected the admission process is the more advanced electronic medical record to the next stage so that electronic medical records could be fully implemented in the District General Hospital Al-Ihsan Bandung District to make characteristic, namely general hospital with advanced technological facilities.

Keywords: Electronic medical record, hospital, information technology, UTAUT

1. INTRODUCTION

Hospitals have a main role as agencies and institutions that play an important role in social society that provides health services for the community (Fitriani, 2014). The longer the number of hospitals in Indonesia are increasing, the number of hospitals

has increased significantly. According to data reported by the Indonesian Ministry of Health, there have been 330 new hospitals in Indonesia since 2012 (Indonesian Ministry of Health, 2018). The service process of hospital institutions requires a lot of information and data, in processing this the hospital uses a medical record system to store and process the data (Giyana, 2012).

The medical record contains all data relating to the patient's illness and supporting patient data (Indonesian Ministry of Health, 2008). A good and complete medical record will have a significant influence on services and disease data collection (Handiwidjodjo, 2015). The current medical record data collection method has many shortcomings, because the system used uses a manual recording system in the medical record book, so that medical records are only stored locally, and placed in one place (Susanto, 2012). This makes it difficult for the patient if the patient wants to travel and must seek treatment, or if the medical record book is lost so that the patient's data will be lost, therefore hospitals should have an electronic-based medical record system.

RME includes computerized activities that contain records of patient health information regarding the care provided (Atherton, 2011). RME is a system that plays a major role in improving the quality of health services. RME helps doctors to obtain records of previous patient health information and can provide ease of search, completeness, accuracy of data and provide alerts as warnings. RME is considered to be one of the fulfillment of community demands regarding quality health services and can prevent the occurrence of medical errors (Handiwidjodjo, 2015; Hidayat, 2017). According to research conducted in countries such as Europe and America, manual medical records have been abandoned because using RME is expected to improve the quality of health services by accelerating doctors in making medical decisions for patients. The application of the agency's electronic medical record must have the application of the latest and most supportive technology (Hidayat, 2017).

Information technology that is related and can be integrated with electronic medical records is an Application of development through the form of Hospital Management information or we can call it SIMRS. In the application of new SIMRS technology in hospitals, it is hoped that it can support, simplify and accelerate service activities, especially in the field of writing medical records in hospitals so that the service process will take place effectively and quickly and the quality of service is maintained (Masturoh, Imas, & Nauri, 2018; Mulyani, 2016). Problems that can occur in the application of information systems are that users are still difficult and do not understand in using hospital information system applications so that the purpose of applying new technology is not achieved so an evaluation must be carried out (Wahyuni & Maita, 2015).

The legal basis for the use of electronic medical records in Indonesia has been regulated in Health Ministry regulation No. 269 of 2008 concerning Medical Records, namely "(1) Medical records must be written in an integral and visible basis or can be electronically (2) In the use of medical records, they are utilized by using IT with a continuous system of self-regulation." The use of electronic medical records is one of the Applications of integrated health services so that it can prevent the disintegration of patient care which has the potential to increase the risk of illness and even death (Rosyada, Blue, & Kusri, 2016). According to research conducted by Hatton, Schmidt,

& Jelen (2012) that the use of electronic medical records in hospitals is only 50% of the use of electronic medical records, which means that the use has not been used optimally and is only used as a hospital administrative and financial function (Hatton et al., 2012).

Al-Ihsan Regional General Hospital, Bandung Regency, is one of the institutions that provide health services and has a Hospital Management Information Regulation (SIMRS). SIMRS Al-Ihsan Hospital has been integrated with electronic medical records but its use is not optimal. Al-Ihsan Hospital is a Bandung Regency General Hospital with plenary accreditation. The results of previous studies said that patients at Al-Ihsan Hospital still felt that the services provided by the hospital were still unsatisfactory. This can affect the service quality of a hospital. Al-Ihsan Hospital has committed through its vision and mission that it will improve the quality of hospital services through an integrated information system.

Based on the results of observations and interviews with health workers, there is a buildup of patients in Al-Ihsan Hospital, especially in the outpatient department, because the hospital service process is quite long because the existing rules cannot be used properly. not in accordance with the standard medical record form on outpatient visits carried out by the outpatient installation employee concerned and the doctor is still recording medical records in the medical record file. According to research conducted by Markus & Kusnanto (2010) that to overcome the long waiting time is to adopt electronic medical records. The provision of standardized RME can be a solution to the problems experienced by Al-Ihsan Hospital.

Application of the use of SIMRS together with electronic medical records there are problems that arise such as some users still lack of user interest in accepting the transition from manual to RME usage so that employees use manual information systems compared to new information systems Wibowo, Mursityo, & Herlambang (2019) so it is necessary to pay attention to the readiness and skills of hospital staff who are users of the RME. The readiness and skills of hospital staff (doctors, nurses, medical records, pharmacy) in using RME are important in providing standardized electronic medical records so it is necessary to evaluate this readiness so that the Application of RME can be in accordance with the desired expectations and reduce the risk of failure. in Application (Hidayat, 2017).

Based on the problems above, a study is needed to identify user acceptance of the ongoing management. Adoption of the use of electronic medical records can be determined using the stages of the Electronic Medical Record Adoption Model (EMRAM). There are 7 stages to determine how much use of electronic medical records. Al-Ihsan Hospital has reached stage 5 in the use of electronic medical records. There are various methods for assessing technology acceptance in a system and applied in the health sector, namely the Unified Theory of Acceptance and Use of Technology (UTAUT) method (Sharifian, Askarian, Nematolahi, & Farhadi, 2014).

UTAUT is a theory used in assessing the acceptance of an information technology (IT acceptance). This theory is an adaptation and modification of 8 other theories to evaluate the readiness of system users. This theory aims to provide a criterion that affects IT acceptance by users. The main components of this theory include the desire to work (performance expectancy), business expectations (effort expectancy), social influence and facility conditions can affect the intention to use (behavioral

intention) so that it can lead to behavior use (Wibowo et al., 2019). The UTAUT method is a system that is commonly used to accept the application of new technologies, especially in companies or organizations, new technologies can be in the form of software or hardware (Sharifian et al., 2014). For example, Awal Bros Hospital Tangerang has evaluated the acceptance of electronic medical records at Awal Bros Hospital with the UTAUT method approach, characteristically it can be influenced by age, level of education and length of work, while the results of the application of electronic medical records are good and quite effective. in its Application from the aspect of UTAUT itself (Risdiyanty & Dwiana, 2019).

Based on the description above, problems in Al-Ihsan Hospital such as the accumulation of patients, causing a decrease in the quality of hospital health services, this is because the use of electronic medical records is not optimal so it is necessary to analyze the application of electronic medical records in Al-Ihsan Hospital which one of them by using the UTAUT method. The researcher raised a research entitled "Analysis of the Application of Medical E-Records with the Application of the UTAUT Method to view Behavioral Intentions and Behavioral Use at the Al-Ihsan Regional General Hospital, Bandung Regency".

II. METHOD

This research uses a descriptive verification type of research with a survey method approach. The research population is medical personnel who use electronic medical records in the outpatient department of the Al-Ihsan Regional General Hospital, Bandung. The sampling technique used is simple random sampling. The research sample was 47 samples according to the inclusion and exclusion criteria. In this research, data collection techniques implemented include observation, interviews and questionnaires. Primary data obtained from interviews and filling out questionnaires. The questionnaire was made using questionnaire guidelines and designed using a Likert scale. Secondary data in the form of data from hospitals such as hospital profiles, document data related to the Application of electronic medical records and data obtained from literature reviews such as text books, journals and the results of previous research. The independent variables for this research include; performance expectancy (PE), effort expectancy (EE), social influence (SI), and facility condition (FI). The variables regarding this research are behavioral intention (BI) and use behavior (UB). Validity test using Pearson product moment relationship technique. Reliability test using Cronbach's Alpha formula. Data Analysis consists of Descriptive Analysis, Transformation of Ordinal Data into Interval Data using MSI (Method of Successive Interval) and Classical Assumption Test. The classical assumption test is the normality test using the Kolmogorov-Smirnov normal test, Heteroscedasticity test which functions to identify whether there is a difference between the variance of the regression model residuals, Multicollinearity Test where the VIF value must be less than 10 and the tolerance value must be greater than 0.10. The autocorrelation test uses the Durbin-Watson test and Path Analysis uses path analysis which aims to see the direct or indirect effect of a set of independent variables on the dependent variable.

III. RESULT AND DISCUSSION

Results

Researchers have distributed a questionnaire consisting of 45 questions which include four independent variables and two dependent variables to 47 respondents at Al-Ihsan Hospital, Bandung Regency. The distribution of questionnaires was carried out directly in the outpatient department to health workers at the time of service with the researchers previously conducting a PCR test first. Sampling time starts on February 1, 2021-February 24, 2021. Characteristics of respondents including gender, age, last education, position, tenure, use of electronic medical records can be seen in the following table.

Table 1
Characteristics of respondents

Characteristics	Total (n)	Percentage (%)
Gender		
Man	12	25.5
Woman	35	74.5
Age		
20-29 years old	22	46.8
30-39 years old	10	21.3
40-49 years old	14	29.8
50-59 years old	1	2.1
Last education		
D3 (Diploma)	27	57.4
S1 (Bachelor)	16	34.1
S2 (Master)	3	6.4
S3 (Doctoral)	1	2.1
Position		
Nurse	22	46.8
General practitioners	12	25.5
Medical specialist	2	4.3
Medical records staff	11	23.4
Years of service		
1-5 years	25	53.2
6-10 years	9	19.1
> 10 years	13	27.7
Use of RME		
Socialization	23	48.9
Self-taught	2	4.3
Hospital Guidelines	11	23.4
Workmate	11	23.4
Total	47	100

Source: Primary data processed, 2021

Table 1 shows that the majority of respondents are female, amounting to 35 people or 74.5%, the most respondents aged 20-29 years amounting to 22 people or 46.8%. Most of the respondents have the latest education D3 (Diploma) as many as 27 people or 57.4%. Most respondents came from nurses, namely 22 people or 46.8. The majority of respondents have a working period of 1-5 years as many as 25 people or 53.2%. As for how to use electronic medical records, more respondents knew about it through socialization carried out by hospitals, namely 23 people or 48.9%.

The results of the research by distributing questionnaires to find out respondents' responses to research variables, then data analysis was carried out based on predetermined methods. Based on the results of the regression using the SPSS program, the regression coefficients obtained can be seen in the following table.

Table 2
Result of Multiple Linear Regression Coefficient Model Y

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1 (Constant)	10,567	2,029			5.208	.000
X1	.100	.036	.469		2,748	.009
X2	-.062	.033	-.253		-1.865	.069
X3	.127	.047	.504		2,689	.010
X4	-.148	.070	-.382		-2.109	.041

a. Dependent Variable: Y

Source: Processed data (2021)

Based on the table above, the regression coefficient value on the Performance Expectancy variable (X1) is positive 0.100 (greater than zero) meaning that there is a unidirectional relationship between Performance Expectations and Behavioral Intentions (Y) from the use of electronic medical records. The regression coefficient value of the business expectation variable (X2) is -0.062 with a negative value (less than zero) meaning that there is an opposite relationship between business expectations (X2) and behavioral intentions (Y). If the Business Expectation (X2) increases, the Behavioral Intention will decrease, and vice versa. The value of the regression coefficient of the Social Influence variable (X3) is 0.127 with a positive value (more than zero) meaning that there is a unidirectional relationship between Social Influence (X3) and Behavioral Intentions (Y). The regression coefficient value for the Facility Condition variable (X4) is -0, 148 (less than zero) there is an opposite relationship between Facility Conditions (X4) and Behavioral Intentions (Y) using electronic medical records. From the Behavioral Intention (Y) variable, we can see that there are several factors that can be positively or negatively influenced on the regression coefficient, besides Behavioral Intentions, multiple linear regression analysis is carried out on the User Behavior (Z) model. Following are the results of multiple linear regression model Z.

Table 3
The results of the multiple linear regression coefficient Z model

Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	T	
1	(Constant)	7.359		1,292	.203
	Y	.069	.375	.027	.184

a. Dependent Variable: Z

Source: Processed data (2021)

Based on the table above, the regression coefficient value of the behavioral intention variable (Y) is 0.069 with a positive value (greater than zero), meaning that there is a unidirectional relationship between Behavioral Intentions and User Behavior (Z).

Table 4
Path Analysis Coefficient

Variable	Path Coefficient	t _{count}	P-value	R ²
Work Expectation (X ₁)	0.469	2,748	0.009	0.359
Business Expectation (X ₂)	-0.253	-1,865	0.069	
Business Influence (X ₃)	0.504	2,689	0.010	
Facility Condition (X ₄)	-0.382	-2.109	0.041	

Source: Processed data (2021)

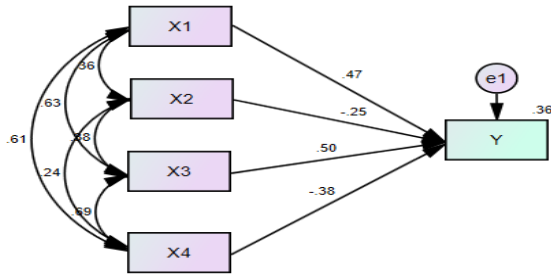


Figure 1. Substructure Paths 1 Analysis

The path coefficient value of the X1 variable performance expectancy (work expectancy) is 0.469 (positive) meaning that there is a positive or unidirectional relationship between performance expectancy and behavioral intention, then the path coefficient value of the X2 variable effort expectancy is -0.253 (negative). meaning that there is a negative or unidirectional relationship between effort expectancy and behavioral intention, then the path coefficient value of the X3 variable social influence (social influence) is 0.504 (positive) meaning that there is a positive or unidirectional relationship between social influence and behavioral intention, then the coefficient value variable path X4 facility condition (facility condition) which is -0.382 (negative)

meaning that there is a negative or unidirectional relationship between facility condition and behavioral intention and the path coefficient value of Y behavioral intention variable (user intention) is 0.027 (positive) meaning that there are connection positive or in the same direction between behavioral intention and Z use behavioral. The hypothesis to be tested in this study can be seen in the following table.

Table 5
Hypothesis test results

Hypothesis	P	t-count	p-value	Label
Job Expectations→ Behavioral Interest	0.469	2,748	0.009	Significant
Business Expectations→ Behavioral Interest	-0.253	-1.865	0.069	Significant
Social Influence→ Behavioral Interest	0.504	2,689	0.010	Significant
Facility Condition→ Behavioral Interest	-0.382	-2.109	0.041	Significant

Source: Processed data (2021)

In the Performance Expectation variable (X1) with a significance level of 90% ($\alpha = 0.10$), the path coefficient is 0.469 and the p-value is 0.009, which means it is smaller than 0.10. Then test the hypothesis with a t-count value of 2.748 which is greater than the t-table of 1.682. On the basis of this comparison, H_0 is rejected so that it can be concluded that there is a significant effect of Performance Expectancy (PE) on Behavioral Intention (BI) in Electronic Medical Records at Al-Ihsan Hospital (H1 Accepted).

In the Effort Expectancy variable (X2) with a significance level of 90% ($\alpha = 0.10$), the p-value of 0.069 means that it is greater than 0.10 and the path coefficient value is -0.253, so when there is an increase in Business Expectations (X2), ideally it will reduce Behavioral Interest (Y), the t-test hypothesis is tested, the t-count is -1.865, the value is greater than the t-table -1.682. On the basis of this comparison, H_0 is rejected so that it can be concluded that there is a significant effect of Effort Expectancy (EE) on Behavioral Intentions (BI) Electronic Medical Records at Al-Ihsan Hospital (H2 Accepted).

On the Social Influence variable (X3) with a significance level of 90% ($\alpha = 0.10$), the p-value of 0.010 is obtained, which means it is smaller than 0.05. In testing the t-test hypothesis where the t-count value is 2.689, it is greater than the t-table 1.682. On the basis of this comparison, H_0 is rejected so that it can be concluded that there is a significant influence of Social Influence (SI) on Behavioral Intention (BI) of Electronic Medical Records at Al-Ihsan Hospital (H3 Accepted).

In the Facility Condition variable (X4) with a significance level of 90% ($\alpha = 0.10$), a p-value of 0.041 is obtained, which means it is smaller than 0.05. Then tested the hypothesis test with the t-test, the t-count value is -2.109, the value is greater than the t-table -1.682. On the basis of this comparison, H_0 is rejected so that it can be concluded that there is a significant effect of Facility Condition (FC) on Behavioral Intention (BI) of Electronic Medical Records at Al-Ihsan Hospital (H4 Accepted).

Based on the table above, from the results of the F test in this study, the calculated F value was 5.880 with a significance number (P value) of 0.001. With a significance level of 90% ($\alpha = 0.10$). The significance number (P value) is $0.001 < 0.10$. The F test was carried out with the results of the Fcount calculation obtained by 5.8880 with the Ftable value obtained by 2.08. the test criteria are "reject H_0 if $F_{count} > F_{table}$ ". On the basis of this comparison, H_0 is rejected or means that the variables of Performance Expectations (X1), Business Expectations (X2), Social Influence (X3) and Facility Conditions (X4) have a significant effect simultaneously on the Behavioral Intention variable (Y).

Table 6
The Effect of Behavioral Intention on Behavioral Use

Variable	Path Coefficient	tcount	P-value	R2
Behavioral Interest	0.572	4.676	0.001	0.327

Source: Processed data (2021)

From the table above, the total influence of Behavioral Interest (Y) on User Behavior (Z) is 0.327 or 32.7%. While the remaining 67.3% is the influence of other factors outside these variables. The path coefficient value for Behavioral Interest is 0.705 with a positive relationship direction, which means that when behavioral interest is high it will cause user behavior to be high.

In the Behavioral Intention (Y) variable with a significance level of 90% ($\alpha = 0.10$), a p-value of 0.001 is obtained, which means it is smaller than 0.05. The t-test was performed and the t-count value was 9.850, which was much greater than the t-table value of 1.984. On the basis of this comparison, H_a is accepted so that it can be concluded that there is a significant effect of Behavioral Intention (BI) on Behavioral Use (BU) of Electronic Medical Records at Al Ihsan Hospital (H5 Accepted)

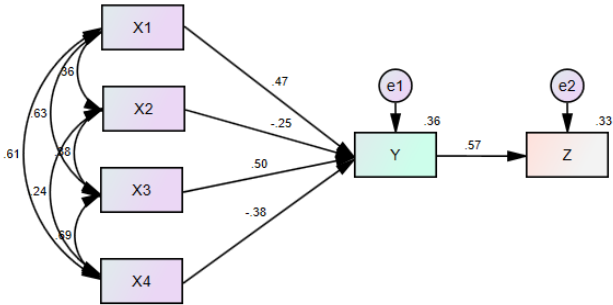


Figure 2. Overall Path Analysis Model

Discussion

One of the analyzes that can be used in assessing user acceptance is using the UTAUT (Unified Theory of Acceptance and Use of Technology) method which aims to see technology acceptance from the point of view of the technology users themselves. The UTAUT method consists of 4 variables, namely Performance Expectancy, Effort Expectancy, Social Influence and Facilitating Condition. These four aspects are

interrelated and can see the acceptance of new information technology, namely medical records from the user's side. This method focuses on how users accept new information technology that has just been applied, in this case we look at the application of electronic medical records (Thomas, Singh, & Gaffar, 2013).

Based on the results of the study, the performance expectancy variable has a positive correlation, meaning that the performance expectations of users (health workers) on the use of electronic medical records believe that electronic medical records can improve performance both efficiently and effectively in terms of perceived usefulness, extrinsic motivation, job fit and relative advantage. Research by Nasir (2013) reported that Performance Expectancy has a positive and significant correlation to the acceptance of information technology. Users believe that the application of new information technology can lead to more efficient and effective performance. In line with research by Hartati (2013) which states that Performance Expectancy has a significant effect on the effectiveness of new information technology, which means that users assume that the new information technology will change the system structure so that it becomes a new system with effectiveness and provides performance benefits in their work. Performance Expectancy can have a direct significant effect on behavioral intention because the elements in performance expectations are closely related to the behavioral intentions of information technology users. In line with research conducted by Megawati & Afita (2019) that performance expectations will directly affect behavioral intentions in the application of information technology.

The effort expectancy variable has a negative correlation result, meaning that the effort expectancy of electronic medical record users at Al-Ihsan Hospital does not significantly affect behavioral intentions in terms of perceived ease of use, complexity, and ease of use. This is in accordance with research conducted by Handayani & Sudiana (2015) that business expectations do not have a significant effect on behavioral intentions in the use of new information technology, because new information technology is felt by users to have the same impact as effort (effort) in carrying out work. It was also reported by Lovianevy and Irfan (2017) that partially effort expectancy has no significant effect on behavioral intentions. Users believe that in the business expectations the application of new technology will not have a significant effect on behavioral intentions (Putri & Mahendra, 2017). In research conducted by Sa'idah (2017) effort expectancy does not significantly affect behavioral intentions, this is because the level of convenience of information technology does not help users complete their work and provide sufficient comfort.

The social influence variable has a positive influence on the behavioral intentions of the users of Al-Ihsan Hospital, Bandung Regency. Users of electronic medical records at Al-Ihsan Hospital trust that colleagues at the hospital provide encouragement in the use of electronic medical records. Directly proportional to the research conducted by Siswanto et al, (2018) social influence has a positive influence in the use of information technology that has just been applied within a period of 2 years. All sub-variables of social influence consisting of subjective norms, social factors, and image have a positive effect on behavioral intentions. The greater the influence given by the environment in the use of information technology, the greater the encouragement obtained by users in the use of electronic medical records. Social influence in the field

of health technology has a positive impact, this is because the health sector is one of the fields that has a lot of professions that work in a variety of environments. carry out technology acceptance (Ifinedo, 2012). Research conducted by Kim et al. (2015), social influence has a positive influence on the use of electronic medical records, this is because the psychological conditions of the work environment can directly affect the user's intentions.

The variable condition of the facility has a negative effect on behavioral intentions in the use of electronic medical records at Al-Ihsan Hospital, Bandung Regency, the condition of the facilities at Al-Ihsan Hospital, Bandung Regency can be assessed from several things such as perceived behavioral control (perception of interference in the provision of facilities) , facilitating condition (condition of facilities provided by the institution), and compatibillity (match between capacity and features supporting the desire). Pulindindi, Sivaji and Aswini (2016) stated that facility conditions have an insignificant effect on user intentions (Venugopal, Jinka, & Priya, 2016). Facilities are the main support for the procurement of the latest information technology, if the facilities are not fulfilled optimally from the start, the application of technology will be hampered both systemically and as a user, the importance of the condition of facilities in the application of information technology can be hampered by several factors including; delays in institutional funds, information technology specifications with inappropriate facilities (compatibility), and support systems such as SIMRS and websites and many more(Raman et al., 2014). Al-Ihsan Hospital facilities have not been fully fulfilled in supporting the procurement of electronic medical records, in the outpatient section each room only consists of 1 computer and also in the nurse station it only consists of 2 computers, this is not directly proportional to the number of functional staff in the outpatient department. so that doctors and nurses take turns in using computers, besides that there are no drawing facilities in the electronic medical record section so that several departments such as oral dentistry, obstetrics and gynecology, and ear nose and throat fill out medical records twice. The following aspect is one that the level of condition of the facilities at Al-Ihsan Regional Hospital, Bandung Regency is still lacking in supporting the process of using electronic medical records.

Based on the multiple linear coefficient table, the behavioral intention variable is in the high category and has a positive effect on user behavior in the use of electronic medical records at Al Ihsan Hospital, Bandung Regency. User intentions can be assessed through the previous 4 influences, namely, performance expectancy, effort expectancy, social influence, and facilitating conditions. These four factors can have a direct effect on behavioral intention, except for the condition of the facility which can affect behavioral intention and user behavior. Peng Chun-Li (2013) reports that there are only 3 effects that can cause behavioral intention (performance expectancy, effort expectancy, and social influence) which in turn will affect user behavior (Lin, Lu, & Liu, 2013). Behavioral intention can be the basis for technology acceptance from the user's point of view, this behavioral intention can lead to perceptions of user comfort, pleasure in using information technology, user confidence in information technology and system effectiveness. The essence of user behavior in accepting information technology is behavioral intention because intention is the beginning of good use of information technology. Trust and also user satisfaction in information technology are the main

triggers in the acceptance of information technology, if the system from information technology has provided trust and satisfaction, technology acceptance is classified in the good category (Chao, 2019).

The results show that every aspect of UTAUT: performance expectancy, effort expectancy, social influence and facilitating conditions has a positive relationship. So that if one aspect is improved, it will improve other aspects. This is in line with Princely's research (2012) which describes where aspects of UTAUT have a relationship between positive variables, both strong and weak, so that the UTAUT variable can show an overall picture of the acceptance of technology by users of information technology. The strongest relationship is in work expectations of user behavioral intentions, this shows that user expectations of information technology can facilitate the performance of users in doing work (Princely, 2012).

This research is based on research conducted by Saleh and Vaclav (2012) where there is a partial or simultaneous influence between UTAUT variables on behavioral intentions and user behavior. This means that the better the increase in the UTAUT variable, the better the acceptance of information technology. The variables of Performance Expectancy, Effort Expectancy, and Social Influence have positive significance on behavioral intention, but the facilitating condition variable has a direct significance on user behavior. The better the information technology system, the more acceptance of the information technology, and the service process will be more effective and efficient (Alwahaishi & Snásel, 2013).

The UTAUT method can be used optimally in assessing the acceptance of the latest information technology in hospitals, this is because institutions engaged in the health sector have a clear hierarchy between professions, such as doctors and nurses, midwives and other professions, so the UTAUT method can see technology acceptance. in detail each individual in various professional fields in health institutions. The importance of acceptance of information technology is useful for institutions to see if there are professions or employees who have difficulty in the application of the latest information technology in health institutions, so that institutions can carry out evaluations depending on the causes of difficulties that can exist in information technology systems or are in health workers related (Holden & Karsh, 2010). In this study, the difficulty of acceptance lies in the business expectations that are deemed not optimal, and also the condition of the incomplete facilities in the procurement of electronic medical records.

In the service process, hospital-based business entities, hospitals need to have the right and accurate strategy so that the service process can take place properly so that the hospital needs support in supporting the service process so that it runs well, especially in the form of effectiveness and efficiency without neglecting customer satisfaction. . Electronic medical records are one of the supporting systems in the field of hospital services, so that the efficiency and effectiveness of services is maintained. In addition to being effective and efficient, electronic medical records also have a positive impact, namely being paperless and saving storage space. Al-Ihsan Regional General Hospital has carried out the process of recording electronic medical records within 3 years, in this case Al-Ihsan Hospital has completed several stages of the process of applying electronic medical records. However, efforts to evaluate user acceptance have not been carried out,

so it is necessary to evaluate the acceptance of electronic medical records from the user's point of view using the UTAUT method.

In this study, all aspects of the Unified Theory of Acceptance and Use of Technology (UTAUT) in the form of Performance expectancy, effort expectancy, social influence, and facilitating conditions at the Al-Ihsan Regional General Hospital, Bandung Regency are in the good category. The four aspects are interconnected and can influence to build long-term relationships related to the service process in order to provide effectiveness and efficiency, especially in the field of recording electronic medical records. In accordance with this research, the acceptance of electronic medical records by health personnel users has partially or simultaneously affected the behavior of users at the Al-Ihsan Regional General Hospital, Bandung Regency. So it can be expected that the medical record service process is more advanced to the next stage so that electronic medical records can be fully implemented at the Al-Ihsan Regional General Hospital, Bandung Regency which can make a characteristic, namely regional public hospitals with advanced technology.

IV. CONCLUSION

Aspects of Unified Theory of Acceptance and Use of Technology: Performance Expectancy, Effort Expectancy, Social Influence and Facilitating Conditions each partially or simultaneously affect behavioral intentions (behavioral intention) and user behavior (behavioral user) in receiving Electronic Medical Records at home Al-Ihsan Regional General Hospital, Bandung Regency. Research suggestions are by conducting socialization and training on the use of information technology, improving the condition of supporting facilities from information technology (electronic medical records), conducting periodic surveys regarding the acceptance of electronic medical records or new information technology, so that the features and utilities of the device can be improved continuously so that acceptance of information technology to be optimal.

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