

Analysis of Acceptance of Electronic Medical Records Using the Technology Acceptance Model Method at the Mandai Maros Public Health Center.

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ABSTRACT

Mandai Maros Public Health Center (PHC) began the implementation Electronic Medical Record (EMR) on January 1, 2024. However, several issues emerged during its implementation. For example, on March 2024 the server experienced downtime several times, with the longest disruption for 5 hours 28 minutes and the report format have not met the requirements of the Maros Health Department. These issues impacted staff efficiency and quality of service. This study aims to examine the acceptance of EMR implementation at Mandai Maros PHC using the Technology Acceptance Model by examining external variables including training, policy and facilitation conditions, perceived usefulness, perceived ease of use, behavioral intention and actual use. This study used a quantitative method with a cross-sectional design. Data were collected from 102 respondents using a questionnaire and analyzed by linear regression using SPSS 26. The results showed that facilitation conditions significantly influenced both perceived usefulness (p-value=0.000) and perceived ease of use (p-value=0.000). However, training had no significant effect on perceived usefulness (p-value=0.139) or perceived ease of use (p-value=0.098). Similarly, policy did not significantly affect perceived usefulness (p-value=0.402) or perceived ease of use (p-value=0.966). Meanwhile, Perceived usefulness significantly influenced perceived ease of use (p-value=0.000). Furthermore, both perceived usefulness (p-value=0.001) and perceived ease of use (p-value=0.001) significantly influenced behavioral intention and significantly influenced actual system to use (p-value=0.000). The implementation of EMR is highly dependent on the availability of adequate infrastructure for its users. Thus, good quality of infrastructure is essential to ensure the successful implementation of EMR at Mandai Maros PHC.

Keywords: *Electronic Medical Record, Implementation, Technology Acceptance Model, User Acceptance*