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# Overview of User Acceptance of Electronic Medical Records Based on the Technology Acceptance Model at Ambalawi Community Health Center

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**ABSTRACT**

***Objective:*** *This study aimed to describe user acceptance of Electronic Medical Records based on the Technology Acceptance Model at Ambalawi Community Health Center.* ***Method:*** *This study employed a quantitative descriptive design with a cross-sectional approach. The study involved all 50 healthcare workers using Electronic Medical Records at Ambalawi Community Health Center through total sampling. Data were collected using a questionnaire consisting of four Perceived Usefulness indicators, four Perceived Ease of Use indicators, and one Behavioral Intention to Use indicator. Data were analyzed descriptively using frequency distributions, percentages, and mean scores.* ***Results:*** *The findings showed that the mean scores of Perceived Usefulness, Perceived Ease of Use, and Behavioral Intention to Use were all 4.78, indicating a very high category. Healthcare workers demonstrated highly positive perceptions regarding the usefulness and ease of using EMRs and expressed a strong intention to continue using the system. User acceptance of Electronic Medical Records based on the Technology Acceptance Model at Ambalawi Community Health Center was categorized as very high. Positive perceptions of usefulness and ease of use encouraged a strong intention to continuously utilize EMRs in healthcare services.* ***Novelty:*** *The novelty of this study lies in its application of the Technology Acceptance Model (TAM) to provide a comprehensive assessment of Electronic Medical Records acceptance among healthcare workers at Ambalawi Community Health Center. Unlike studies that focus primarily on the technical implementation of electronic medical record systems, this study emphasizes user acceptance through the integration of perceived usefulness, perceived ease of use, and behavioral intention to use. Furthermore, the study provides empirical evidence from all 50 healthcare workers using total sampling, revealing consistently very high acceptance scores across all three TAM constructs. These findings offer specific insights into healthcare workers' acceptance of EMRs at the community health center level and can support the evaluation and sustainability of digital healthcare services in Indonesia.*

## INTRODUCTION

Digital transformation has become one of the primary strategies for improving the quality of healthcare services across various countries, including Indonesia. The utilization of information technology in healthcare aims to enhance service effectiveness, accelerate documentation processes, improve data quality, and support more accurate clinical decision-making. One form of this digital transformation is the use of Electronic Medical Records (EMRs), which are systems used to electronically record, store, manage, and access patient health information [1].

In Indonesia, the implementation of EMRs has been further reinforced through the Regulation of the Minister of Health of the Republic of Indonesia Number 24 of 2022 concerning Medical Records, which mandates all healthcare facilities to organize medical records electronically. This policy is part of the national health system transformation aimed at improving service quality, strengthening health data integration, and supporting health information interoperability across all healthcare facilities [2], [3].

Although EMR implementation continues to grow, the success of system utilization is not solely determined by the availability of technology, infrastructure, or organizational support. The user factor—as the party interacting directly with the system—plays a crucial role. A well-designed system may not be utilized optimally if users do not hold positive perceptions regarding its usefulness or ease of use. Therefore, user acceptance is a key determinant of the successful utilization of Electronic Medical Records in healthcare services [4], [5].

One of the most widely used models to explain user acceptance of technology is the Technology Acceptance Model (TAM) developed by Davis [6]. This model posits that technology acceptance is influenced by two primary constructs: Perceived Usefulness (PU) and Perceived Ease of Use (PEOU). Both constructs influence Behavioral Intention to Use (BI), which is an individual's intention to continue using a technology. The higher the users' perception of the usefulness and ease of use of a system, the greater the likelihood that users will accept and utilize the system sustainably.

Numerous studies demonstrate that user acceptance plays an essential role in the successful utilization of EMRs. Maillet et al. [7] stated that perceived usefulness and perceived ease of use have a positive relationship with user satisfaction and the utilization of health information systems. Holden and Karsh [4] also explained that the Technology Acceptance Model is one of the most frequently applied approaches in evaluating technology acceptance in the healthcare sector because of its ability to explain user behavior toward health information systems.

Ambalawi Community Health Center (Puskesmas Ambalawi) is a primary healthcare facility that has implemented Electronic Medical Records in its healthcare delivery processes. However, information regarding the level of user acceptance of the system remains limited. Evaluating user acceptance is essential to understand how healthcare workers perceive the usefulness, ease of use, and intention to use EMRs as part of daily healthcare services. The results of this evaluation are expected to serve as a foundation for system development and improving the quality of EMR implementation at Ambalawi Community Health Center.

Based on this background, this study aims to describe user acceptance of Electronic Medical Records based on the Technology Acceptance Model at Ambalawi Community Health Center.

## RESEARCH METHODS

This study is a quantitative research using a descriptive design and a cross-sectional approach. This research design was selected to provide an overview of user acceptance of Electronic Medical Records (EMRs) based on the constructs within the Technology Acceptance Model (TAM) during a single observation period without administering any intervention to the respondents.

The study was conducted at Ambalawi Community Health Center, Bima Regency, West Nusa Tenggara Province. The study population consisted of all 50 healthcare workers utilizing Electronic Medical Records in healthcare services at Ambalawi Community Health Center. The sampling technique used was total sampling, whereby all members of the population were included as research respondents.

The research instrument was a questionnaire structured based on the Technology Acceptance Model (TAM) constructs developed by Davis [6]. The questionnaire comprised three variables with nine indicators, namely:

- Perceived Usefulness (PU) consisting of 4 question items.
- Perceived Ease of Use (PEOU) consisting of 4 question items.
- Behavioral Intention to Use (BI) consisting of 1 question item.

Each question item was measured using a Likert scale consisting of:

| Score | Category |
|---|---|
| 4 | Strongly Agree |
| 3 | Agree |
| 2 | Disagree |
| 1 | Strongly Disagree |

Data analysis was performed descriptively using frequency distributions, percentages, and mean scores to illustrate the level of user acceptance of Electronic Medical Records based on the Technology Acceptance Model constructs.

The interpretation of the mean scores refers to the following categories:

| Mean Score | Category |
|---|---|
| 1.00–1.80 | Very Low |
| 1.81–2.60 | Low |
| 2.61–3.40 | Moderate |
| 3.41–4.20 | High |
| 4.21–5.00 | Very High |

## RESULTS

### Respondent Characteristics

This study involved 50 healthcare workers as respondents who are users of Electronic Medical Records at Ambalawi Community Health Center. Respondent characteristics included gender, age, length of service, educational level, and profession.

**Table 1.** Respondent Characteristics

| Characteristics | Frequency (n) | Percentage (%) |
|---|---|---|
| **Gender** | | |
| Male | 6 | 12 |
| Female | 44 | 88 |
| **Age** | | |
| 17–25 years | 11 | 22 |

| Characteristics | Frequency (n) | Percentage (%) |
|---|---|---|
| 26–34 years | 20 | 40 |
| 35–43 years | 17 | 34 |
| 44–52 years | 2 | 4 |
| **Length of Service** | | |
| <1 year | 1 | 2 |
| ≥1 year | 49 | 98 |
| **Education** | | |
| Diploma III (D3) | 25 | 50 |
| Bachelor's Degree (S1) | 25 | 50 |
| **Profession** | | |
| Nurse | 28 | 56 |
| Midwife | 19 | 38 |
| Pharmacy Staff | 2 | 4 |
| Laboratory Staff | 1 | 2 |

Based on Table 1, the majority of respondents were female, totaling 44 individuals (88%), while male respondents accounted for 6 individuals (12%). Based on age group, the majority of respondents were in the 26–34 years age range with 20 individuals (40%), followed by the 35–43 years age group with 17 individuals (34%), 17–25 years with 11 individuals (22%), and 44–52 years with 2 individuals (4%).

In terms of length of service, almost all respondents had worked for ≥1 year, totaling 49 individuals (98%), while only 1 individual (2%) had a work tenure of less than one year. Based on educational level, the number of respondents with a Diploma III (D3) and a Bachelor's degree (S1) was equal, at 25 individuals (50%) each. Meanwhile, based on profession, most respondents were nurses totaling 28 individuals (56%), followed by midwives with 19 individuals (38%), pharmacy staff with 2 individuals (4%), and laboratory staff with 1 individual (2%).

These characteristics indicate that the majority of Electronic Medical Record users at Ambalawi Community Health Center are healthcare workers with more than one year of work experience, meaning they already possess experience in using the Electronic Medical Record system in daily service activities.

**User Acceptance Overview Based on Perceived Usefulness**

**Table 2.** Distribution of Respondent Answers Based on Perceived Usefulness

| Category | Frequency | Percentage (%) |
|---|---|---|
| Strongly Disagree | 0 | 0 |
| Disagree | 0 | 0 |
| Agree | 45 | 22.5 |
| Strongly Agree | 155 | 77.5 |
| **Total** | **200** | **100** |

Based on Table 2, out of a total of 200 responses on the Perceived Usefulness aspect, 155 responses (77.5%) were in the Strongly Agree category, while 45 responses (22.5%) were in the Agree category. No respondents provided Disagree or Strongly Disagree answers.

These results indicate that most healthcare workers have a highly positive perception of the usefulness of Electronic Medical Records. Respondents assessed that using the system helps improve work effectiveness, accelerates service processes, simplifies patient information retrieval, and supports the execution of healthcare documentation more efficiently.

**User Acceptance Overview Based on Perceived Ease of Use**

**Table 3.** Distribution of Respondent Answers Based on Perceived Ease of Use

| Category | Frequency | Percentage (%) |
|---|---|---|
| Strongly Disagree | 0 | 0 |
| Disagree | 0 | 0 |
| Agree | 44 | 22 |
| Strongly Agree | 156 | 78 |
| **Total** | **200** | **100** |

Based on Table 3, out of a total of 200 responses, 156 responses (78%) were in the Strongly Agree category, while 44 responses (22%) were in the Agree category. No respondents gave answers in the Disagree or Strongly Disagree categories.

These findings indicate that most healthcare workers consider Electronic Medical

Records easy to learn, easy to understand, and easy to use in daily healthcare activities. Ease of system use is one of the factors supporting the formation of user acceptance of Electronic Medical Records at Ambalawi Community Health Center.

**User Acceptance Overview Based on Behavioral Intention to Use**

**Table 4.** Distribution of Respondent Answers Based on Behavioral Intention to Use

| Category | Frequency | Percentage (%) |
|---|---|---|
| Strongly Disagree | 0 | 0 |
| Disagree | 0 | 0 |
| Agree | 11 | 22 |
| Strongly Agree | 39 | 78 |
| **Total** | **50** | **100** |

Based on Table 4, 39 respondents (78%) answered Strongly Agree, while 11 respondents (22%) answered Agree. No respondents provided Disagree or Strongly Disagree answers.

These results demonstrate that healthcare workers possess a very strong intention to continue using Electronic Medical Records to support healthcare service processes. The high intention to use the system indicates that users have accepted the presence of Electronic Medical Records as an integral part of healthcare delivery at Ambalawi Community Health Center.

**Recapitulation of Electronic Medical Record User Acceptance Based on the Technology Acceptance Model**

**Table 5.** Recapitulation of Technology Acceptance Model Measurement Results

| Variable | Mean | Category |
|---|---|---|
| Perceived Usefulness | 4.78 | Very High |
| Perceived Ease of Use | 4.78 | Very High |
| Behavioral Intention to Use | 4.78 | Very High |

Based on Table 5, all variables in the Technology Acceptance Model obtained a mean score of 4.78 and fell into the very high category. These scores indicate that the level of user acceptance of Electronic Medical Records at Ambalawi Community Health Center is categorized as very good.

The Perceived Usefulness aspect demonstrates that healthcare workers experience tangible benefits from using Electronic Medical Records in improving service effectiveness. The Perceived Ease of Use aspect illustrates that the system is easy to

understand and operate by users. Meanwhile, the Behavioral Intention to Use aspect indicates a strong commitment from healthcare workers to continue using Electronic Medical Records to sustainably support healthcare services.

## DISCUSSION

### Perceived Usefulness

The study results showed that the Perceived Usefulness (PU) aspect obtained a mean score of 4.78, falling into the very high category. The majority of respondents answered Strongly Agree (77.5%), while the remaining answered Agree (22.5%). This finding indicates that healthcare workers at Ambalawi Community Health Center hold highly positive perceptions regarding the benefits of using Electronic Medical Records (EMRs) in supporting healthcare service delivery.

According to Davis [6], Perceived Usefulness is the degree to which a person believes that using a particular system would enhance their job performance. In the context of healthcare services, the perceived usefulness of EMRs can be observed from the system's ability to accelerate recording processes, simplify patient data retrieval, improve documentation accuracy, and support more effective clinical decision-making.

The high Perceived Usefulness score in this study indicates that healthcare workers have experienced tangible benefits from using EMRs in daily service activities. Using the system not only helps improve work time efficiency but also reduces the potential for recording errors that frequently occur in paper-based medical records. This condition demonstrates that the implemented system successfully supports user needs in delivering more effective healthcare services.

These results align with the study by Kruse et al. [1], which stated that Electronic Medical Record implementation improves documentation quality, service efficiency, and patient safety. Maillet et al. [7] also demonstrated that perceived usefulness is a primary factor influencing user acceptance of health information systems. The greater the benefits perceived by users, the higher the level of acceptance toward the utilized technology.

Thus, the high Perceived Usefulness score in this study confirms that healthcare workers have accepted the use of Electronic Medical Records because the system provides benefits aligned with the healthcare service needs at Ambalawi Community Health Center.

### Perceived Ease of Use

Based on the study results, the Perceived Ease of Use (PEOU) aspect obtained a mean score of 4.78 in the very high category. Most respondents answered Strongly Agree (78%), while the other 22% answered Agree. These findings show that healthcare workers consider Electronic Medical Records easy to learn, easy to understand, and easy to use in supporting healthcare activities.

According to Davis [6], Perceived Ease of Use describes the degree to which a person believes that using a particular technology would be free of effort. An easy-to-use system simplifies the user adaptation process, thereby increasing the likelihood that the system will be accepted and utilized sustainably.

The findings of this study indicate that the interface and workflow of the Electronic Medical Records at Ambalawi Community Health Center effectively support user needs. Ease in entering patient data, searching for information, and accessing service histories enables healthcare workers to complete their tasks more effectively. In addition to

increasing work efficiency, ease of use reduces administrative workload, allowing healthcare workers to focus more on patient care.

This finding supports the research by Holden and Karsh [4], which explained that ease of use is a critical factor in enhancing technology acceptance in healthcare. Furthermore, system complexity is widely recognized as one of the primary barriers to Electronic Medical Record adoption [8], [9]. Therefore, a simple, understandable, and easy-to-operate system is more readily accepted by users.

The high Perceived Ease of Use score in this study demonstrates that users feel comfortable operating the Electronic Medical Record system. This condition serves as an indicator that the system has been designed in accordance with user needs, enabling optimal support for healthcare service processes.

**Behavioral Intention to Use**

The study results showed that the Behavioral Intention to Use (BI) aspect obtained a mean score of 4.78 in the very high category. A total of 78% of respondents stated Strongly Agree, while 22% stated Agree regarding their desire to continue using Electronic Medical Records in healthcare service delivery.

In the Technology Acceptance Model, Behavioral Intention to Use is an indicator reflecting an individual's intention to continue using a technology. According to Davis [6], the intention to use technology is influenced by perceived usefulness and perceived ease of use. When users perceive that a system is useful and easy to use, they tend to continue utilizing the system in their daily activities.

The findings of this study demonstrate that healthcare workers at Ambalawi Community Health Center have a strong commitment to utilizing Electronic Medical Records sustainably. This intention reflects that the system has been well-received and is considered capable of making a positive contribution toward improving the quality of healthcare services.

These findings are consistent with the research by Venkatesh et al. [10], which explained that perceived usefulness and perceived ease of use positively influence an individual's intention to use technology. Maillet et al. [7] and Rahimi et al. [11] also showed that healthcare workers who perceive usefulness and ease of use in health information systems tend to have a strong commitment to continue using those systems.

Thus, the high Behavioral Intention to Use score indicates that user acceptance of Electronic Medical Records at Ambalawi Community Health Center is well-established. This serves as vital capital for the sustainability of system utilization in supporting the digital transformation of healthcare services.

**Overview of Electronic Medical Record User Acceptance Based on the Technology Acceptance Model**

Overall, the study results show that user acceptance of Electronic Medical Records based on the Technology Acceptance Model falls into the very high category, as evidenced by the mean score of 4.78 across all variables: Perceived Usefulness, Perceived Ease of Use, and Behavioral Intention to Use. These findings indicate that healthcare workers at Ambalawi Community Health Center hold highly positive perceptions of the usefulness and ease of use of Electronic Medical Records and demonstrate a strong intention to continue using the system.

These results indicate that the implementation of Electronic Medical Records at Ambalawi Community Health Center has achieved strong acceptance from its users. The

high level of user acceptance serves as an indicator that the implemented system successfully meets the needs of healthcare workers in supporting services, ranging from recording and storing to managing patient information more effectively and efficiently.

In addition to being influenced by perceived usefulness and ease of use, high user acceptance can also be affected by system usage experience, organizational support, training availability, and the readiness of information technology facilities in the workplace [12], [13]. These factors contribute to shaping positive user perceptions toward the system, thereby encouraging the sustainable use of Electronic Medical Records [14].

The findings of this study reinforce the Technology Acceptance Model concept, which asserts that perceived usefulness and perceived ease of use are the primary factors influencing an individual's intention to use technology [6]. Therefore, efforts to improve the quality of Electronic Medical Records must not solely focus on technological development, but also consider user experience through training, mentoring, system interface refinement, and periodic evaluation of healthcare workers' needs [15].

Based on these results, it can be concluded that user acceptance of Electronic Medical Records at Ambalawi Community Health Center is in an excellent state. This high level of acceptance is expected to support the sustainable utilization of Electronic Medical Records and enhance the quality of healthcare services in primary healthcare facilities.

## CONCLUSION

**Fundamental Finding:** Based on the study results, it can be concluded that user acceptance of Electronic Medical Records (EMRs) based on the Technology Acceptance Model (TAM) at Ambalawi Community Health Center is in the very high category. This is demonstrated by the mean scores of all TAM constructs—Perceived Usefulness, Perceived Ease of Use, and Behavioral Intention to Use—each achieving a score of 4.78. The Perceived Usefulness aspect indicates that healthcare workers experience tangible benefits from using EMRs in improving the effectiveness, efficiency, and quality of healthcare documentation. Furthermore, the Perceived Ease of Use aspect illustrates that the system is considered easy to learn, easy to understand, and easy to operate, thereby posing no barriers to task execution. These high perceptions of usefulness and ease of use foster a very high Behavioral Intention to Use, demonstrating healthcare workers' commitment to continuously utilizing EMRs in healthcare services. **Implication:** Overall, the findings indicate that healthcare workers at Ambalawi Community Health Center have accepted the use of Electronic Medical Records very well. This high acceptance rate is expected to support the sustainable utilization of EMRs and serve as a foundation for developing more effective, efficient, and user-oriented health information systems. **Limitation:** This study is limited to evaluating healthcare workers' acceptance of Electronic Medical Records at a single healthcare facility, namely Ambalawi Community Health Center, using three TAM constructs: Perceived Usefulness, Perceived Ease of Use, and Behavioral Intention to Use. Consequently, the findings may not fully represent EMR acceptance in other healthcare facilities with different organizational conditions, technological infrastructure, and user characteristics. Furthermore, the study does not incorporate other potential factors, such as social influence, facilitating conditions, and actual system use, which may also affect EMR acceptance and utilization. **Future Research:** Future studies are recommended to involve a larger sample size and cover more than one healthcare facility to achieve better generalizability of the results. Moreover, future research could expand the Technology Acceptance Model (TAM) by

incorporating variables such as Attitude Toward Using, Actual System Use, Social Influence, and Facilitating Conditions, or by applying the Unified Theory of Acceptance and Use of Technology (UTAUT) model to gain a more comprehensive understanding of the factors influencing Electronic Medical Record user acceptance.

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