

ABSTRACT

THE EFFECT OF PERFORMANCE EXPECTANCY, EFFORT EXPECTATION, SOCIAL INFLUENCE, AND FACILITATING CONDITIONS ON BEHAVIORAL INTENTION E-CLINIC APPLICATION IN BANDUNG CITY

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The Covid-19 pandemic that hit the world has encouraged the use of information and communication technology that supports the field of public health, such as telemedicine solutions (telemedicine). E-Clinic as one of the information and communication technology products developed by PT. Infokes Indonesia, was also implemented by the Bandung City Government to support the implementation of e-health digitalisation. This study uses the UTAUT (Unified Theory of Acceptance and Use of Technology) model and is processed with the IBM SPSS application for the calculation method. This study aims to measure the application of the effect of Performance Expectancy (PE), Effort Expectancy (EE), Social Influence (SI), and Facilitating Conditions on interest in the use (BI) of the Bandung e-Clinic application. Data were collected through a survey of 15 e-Clinic application users using the census method. Based on the results of the study using the UTAUT model, the following results were obtained: (1) Performance Expectancy (PE) has a positive effect on Behavioral Intention (BI). (2) Effort Expectancy (EE) has a positive effect on Behavioral Intention (BI); (3) Social Influence (SI) has a negative effect on Behavioral Intention (BI); (4) Facilitating conditions (FC) has a positive effect on Behavioral Intention (BI).

Keywords: e-Clinic, e-health, UTAUT (Unified Theory of Acceptance and Use of Technology)