

Analysis of the Implementation of the Hospital Information System (SIMRS) in the Inpatient Ward of Harapan Bunda Hospital in Lampung Using the Technology Acceptance Model (TAM) Approach

Ari Hidayat, Miftahul Rizki*, Setia Wulandari
RS. Harapan Bunda Lampung Tengah, Indonesia
Email: arihidayat2685@gmail.com*

Keywords	ABSTRACT
SIMRS; Technology Acceptance Model (TAM); technology acceptance; inpatient space	The implementation of the Hospital Information System (SIMRS) in inpatient wards is crucial for improving service quality, efficiency, and data accuracy in hospitals. However, its success largely depends on user acceptance among healthcare workers. The purpose of this study is to analyze the implementation of the Hospital Information System (SIMRS) in the inpatient ward of Harapan Bunda Hospital, Lampung, using the Technology Acceptance Model (TAM) approach. The respondents of this study were 138 inpatient nurses and nursing professionals who use the hospital information system in inpatient wards. The data were analyzed using the PLS-SEM (Partial Least Squares Structural Equation Modeling) method. The results show that the Perceived Usefulness variable has a positive and significant effect on Attitude toward Using and Behavioral Intention to Use. Perceived Ease of Use has a positive and significant effect on Attitude toward Using and exerts a very strong influence on Perceived Usefulness. Furthermore, Attitude toward Using has a positive and significant effect on Behavioral Intention to Use. However, Behavioral Intention to Use has not been shown to have a significant influence on Actual Usage. External factors outside the TAM model are strongly suspected to influence the implementation of actual system use in the field.

INTRODUCTION

The development of information technology in the health sector encourages hospitals to be able to develop and implement digital systems to improve service quality and increase hospital cost efficiency. One form of implementation is the use of the Hospital Management Information System (SIMRS), which functions to integrate the entire service process, from registration, medical services to computerized administrative reporting (Laila Linda, 2024).

In Indonesia, the implementation of SIMRS is also supported by government regulations that require every hospital to have and use an integrated information system. It aims to increase transparency, data accuracy and support data-driven decision-making. However, in practice, the implementation of SIMRS still faces various challenges, especially in terms of acceptance and use by health workers.

The inpatient room as one of the main service units in hospitals has a high complexity in the use of SIMRS, because it involves various professions such as doctors, nurses, and administrative personnel. The dependence on this system is very high, starting from recording electronic medical records, input actions, to the claim process. Therefore, the success of the

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implementation of SIMRS is greatly influenced by the extent to which users receive and utilize the system optimally.

The Technology Acceptance Model (TAM) is a model developed by Fred Davis to explain user acceptance of information technology. This model emphasizes that the acceptance of technology is influenced by two main constructs namely Perceived Usefulness (PU) and Perceived Ease of Use (PEOU). In the context of the implementation of the Hospital Management Information System (SIMRS), these two factors greatly determine the extent to which health workers receive and utilize the system in daily service activities (Rahmawati, 2019). This is consistent with a systematic review by Alqudah et al. (2021), which found that TAM and the Unified Theory of Acceptance and Use of Technology (UTAUT) remain the most widely applied frameworks for explaining the acceptance of healthcare technologies across diverse clinical settings. Similarly, a more recent systematic review by Tetik et al. (2024) confirmed that TAM constructs, together with organizational support and user training, consistently predict health information system acceptance among nurses and other health professionals.

At the hospital. Hope of Bunda Lampung, the Information Technology team has developed its own SIMRS since 2023 and has been used by all hospital staff since 2024 until now. SIMRS has been used to support service operations, including in inpatient rooms. However, based on the phenomenon that often occurs in the field, there are still several obstacles such as delays in data input, dependence on certain personnel, and the resistance to use by some health workers. This condition shows that the implementation of SIMRS is not fully optimal and still needs evaluation, especially in terms of user acceptance.

Therefore, this study is important to analyze the application of SIMRS in inpatient settings using the Technology Acceptance Model (TAM) approach. By understanding the factors that affect user acceptance, it is hoped that the results of this study can provide strategic recommendations in increasing the effectiveness of the use of SIMRS, which ultimately has an impact on improving the quality of hospital services (Putra & Hunna, 2022).

According to research by Bosnjak et al. (2020), planned behavior theory and technology acceptance models are still relevant to analyze the behavior of digital system users in various sectors, including healthcare. The perception of ease of use of the system can increase users' positive attitudes towards technology, thereby encouraging the intention of sustainable use (Bosnjak et al., 2020). In the context of SIMRS, research by Renaldo and Antonio (2024) found that user experience of the digital health service system affects user loyalty and trust in hospital services. A positive experience with the system will increase the perception of benefits and encourage optimal use of the system.

In addition, research by Budiman and Achmadi (2023) shows that the quality of technology-based services and the convenience of the system affect the satisfaction of health service users. An easy-to-use system that is able to speed up the service process can increase satisfaction and loyalty of hospital users (Chairunnisah et al., 2013). In the Indonesian context specifically, Handayani et al. (2018) demonstrated that regulatory, technological, and individual-belief factors jointly shape health information system acceptance among users of a national health referral system. Likewise, Rochmah et al. (2020) found that Perceived Usefulness was the strongest predictor of hospital staff's intention to use management information systems in Indonesian hospitals, while Perceived Ease of Use exerted its effect

indirectly through usefulness perceptions. Based on some of these studies, it can be concluded that the TAM approach is very relevant in analyzing the application of SIMRS in hospital inpatient rooms. The perception of ease of use and the perception of the benefits of the system are the main factors that determine the acceptance of technology by health workers. The optimal implementation of SIMRS is expected to be able to improve service effectiveness, work efficiency, and overall hospital service quality.

This is consistent with Husnaeni and Susanti (2023), who reported that most SIMRS-TAM studies in Indonesia remain concentrated in a small number of hospital types, reinforcing the need for further evidence from private hospital settings such as the one examined in this study. Research gaps include limited evidence from Indonesian private hospitals, underexplored application of TAM to internally developed SIMRS, partial model testing that overlooks the intention-actual usage link, rare integration with managerial recommendations, and insufficient studies on why intention does not always translate to actual usage in mandatory hospital settings. To address these gaps, this study offers novelty by applying the full TAM model including the intention-actual usage relationship in an Indonesian private hospital with an internally developed SIMRS, focusing on the complex inpatient ward setting, integrating findings with strategic recommendations, and using PLS-SEM with 138 respondents for robust analysis.

This research aims to analyze the effects of Perceived Usefulness and Perceived Ease of Use on Attitude toward Using and Behavioral Intention to Use, as well as the effect of Attitude toward Using on Behavioral Intention to Use and Actual Usage of SIMRS in the inpatient ward of Harapan Bunda Hospital in Lampung. Theoretically, it contributes to TAM literature by providing empirical evidence from the Indonesian healthcare context, validating the full TAM model, and enriching understanding of the intention-actual usage gap in mandatory system environments. Practically, it offers strategic recommendations for hospital management to improve SIMRS implementation through infrastructure enhancement, training, and user support, while also providing insights for the wider healthcare industry, policymakers, and future researchers on external factors affecting system usage.

METHOD

This research was carried out in one of the private hospitals located on the Lintas Sumatra Highway, Central Lampung Regency, Lampung Province. The population of this study is nursing professionals consisting of doctors, nurses and medical support workers who are on duty in inpatient rooms. This study uses a quantitative design with an explanatory approach (explanatory research) through a survey method. This approach was chosen to explain the causal relationship, test the influence, and analyze the degree of relationship between variables or constructs contained in the Technology Acceptance Model (TAM) model, especially in assessing the acceptance rate of Hospital Management Information System (SIMRS) in inpatient units. To process and analyze the data, this study applied the Structural Equation Modeling (SEM) methodology. The analysis process was carried out with the help of the Partial Least Square (PLS) software version 3.3.2. PLS-SEM was selected because it is well suited to prediction-oriented research with complex models and moderate sample sizes, and it does not require multivariate normality of the data, as recommended by Hair et al. (2019).

RESULT AND DISCUSSION

Statistics Descriptive

Descriptive statistical analysis was used to provide an overview of the data collected from 138 respondents in this study. The respondents were inpatient nurses and nursing professionals (PPA) at the hospital. The hope of the Central Lampung Mother who uses the Hospital Management Information System (SIMRS) in their daily service operations.

Gender

Table 1. Distribution of Respondents by Gender

Category	Quantity	Percentage (%)
Women	109	79.0%
Male - Male	29	21.0%

The distribution of respondents by gender shows a fairly clear dominance. Of the total 138 respondents, 109 people (79.0%) were women, while 29 people (21.0%) were men. This proportion shows that the majority of participants in the study were from the female group.

Age

Table 2. Distribution of Respondents by Age

Category	Quantity	Percentage (%)
<25	20	14.5%
25-29	77	55.8%
30-34	27	19.6%
35-39	9	6.5%
40-44	5	3.6%
>44	0	0.0%

The distribution of respondents by age showed that the majority of participants were in the 25–29-year-old group, which was 77 people or 55.8% of the total respondents. This group dominates significantly compared to other age categories. Furthermore, the age group of 30–34 years occupied the second position with 27 respondents (19.6%), followed by the <25 years group with 20 respondents (14.5%). Meanwhile, the age group of 35-39 years only amounted to 9 respondents (6.5%) and the 40-44 years group amounted to 5 respondents (3.6%). None of the respondents were over 44 years old. These results show that the study involves more respondents from young to early adulthood, especially in the 25–29 age range. The dominance of this age group can reflect an active phase in investment decision-making and involvement in economic activities.

Final Education

Table 3. Distribution of Respondents by Final Education

Category	Quantity	Percentage (%)
Bachelor (S1)	81	58.7%
Diploma III (D3)	51	37.0%
Diploma IV (D4)	5	3.6%
Magister (S2)	1	0.7%

The distribution of respondents based on education level shows that the majority of participants are Bachelor (S1) graduates with a total of 81 people or 58.7% of the total respondents. This group dominates significantly compared to other education categories. Furthermore, respondents with a Diploma III (D3) background amounted to 51 people (37.0%),

which also contributed significantly to the overall sample. Meanwhile, respondents with Diploma IV (D4) education only amounted to 5 people (3.6%) and Masters (S2) as many as 1 person (0.7%). These results show that the research involved more individuals with an undergraduate education, who generally had a broader academic understanding and experience relevant to the research topic.

Top 10 Rooms

Table 4. Distribution of Respondents by Work Unit

Category	Quantity	Percentage (%)
Raise	16	11.6%
Laboratory Installation	12	8.7%
Pharmacy of the Republic of Indonesia	11	8.0%
ICU	9	6.5%
Ok	9	6.5%
Aqso	9	6.5%
General Practitioner	8	5.8%
Radiologi	8	5.8%
Vip/shofa	8	5.8%
Madinah 1st floor	5	3.6%

Source: Results of primary data processing, 2026

The distribution of respondents by unit or category of work shows quite a variety of variations. Of the total respondents, the largest group came from Zam Zam with a total of 16 people (11.6%). Furthermore, Laboratory Installations occupy the second position with 12 respondents (8.7%), followed by Indonesian Pharmaceuticals with 11 respondents (8.0%). Several other categories have a relatively balanced number, namely ICU, Ok, and Aqso 9 respondents each (6.5%). Then, General Practitioners, Radiology, and VIP/Shofa each amounted to 8 respondents (5.8%). The category with the least number is Medina 1st floor, which is 5 respondents (3.6%).

Inferential Statistics

Inferential statistical analysis in this study was evaluated using the Structural Equation Modeling (SEM) method based on Partial Least Square (PLS). The data processing process is carried out using SmartPLS software version 3.3.2 and SPSS version 26.

The stages of inferential analysis are divided into two main stages, namely:

1. Evaluation of Outer Models (Measurement Models): Used to test the validity and reliability of research instruments.
2. Evaluation of Inner Model (Structural Model): Used to determine the strength of the relationship between constructs, the value of R-Square (R^2), as well as test the hypothesis of the research that has been proposed.

Outer Model Test Results

Convergent Validity Test

The test results show that all remaining indicators have an outer loading value above 0.60. This means that each indicator is able to adequately explain and reflect the measured construct. In other words, these indicators have a strong relationship with their constructs, so they can be considered valid and representative in accurately measuring research variables.

Table 5. Outer Loadings (Convergent Validity)

	Actual Usage	Attitude toward Using	Behavioral Intention to Use	Perceived Ease of Use	Perceived Usefulness
TU1		0.891			
ATU2		0.911			
TU3		0.907			
ATU4		0.921			
AU1	0.979				
AU3	0.713				
BIU1			0.924		
BIU2			0.936		
BIU3			0.901		
PEOU1				0.732	
PEOU2				0.892	
PEOU3				0.897	
PEOU4				0.702	
PU1					0.913
PU2					0.826
PU3					0.906

Source: Results of SEM-PLS analysis using SmartPLS 3.3.2, 2026

Next, the convergent validity test was followed by looking at the Average Variance Extracted (AVE) value. The results of the analysis show that the entire construct has an AVE value above 0.50. That way, each construct is able to explain more than 50% of the variance of its indicators, so that it can be stated to have met the criteria of convergent validity.

Table 6. Average Variance Extracted (AVE)

	<i>Average Variance Extracted (AVE)</i>
Actual Usage	0.733
Attitude toward Using	0.823
Behavioral Intention to Use	0.847
Perceived Ease of Use	0.657
Perceived Usefulness	0.779

Source: Results of SEM-PLS analysis using SmartPLS 3.3.2, 2026

Discriminating Validity Test

Discriminant validity testing was carried out using the Heterotrait-Monotrait Ratio (HTMT) approach. The results of the analysis showed that the entire HTMT value in the interconstruct pair was below the threshold of 0.90. This indicates that each construct can be clearly distinguished from each other, so that each construct does not overlap with each other and is able to measure different concepts according to the definition that has been set. This criterion follows (Voorhees et al. 2016), who showed that the HTMT approach detects discriminant validity problems more reliably than the traditional Fornell-Larcker criterion and cross-loading comparisons.

Table 7. Heterotrait-Monotrait Ratio (HTMT) – Discriminant Validity

	Actual Usage	Attitude toward Using	Behavioral Intention to Use	Perceived Ease of Use	Perceived Usefulness
Actual Usage					
Attitude toward Using	0.122				
Behavioral Intention to Use	0.140	0.788			
Perceived Ease of Use	0.225	0.805	0.741		
Perceived Usefulness	0.193	0.834	0.851	0.809	

Source: Results of SEM-PLS analysis using SmartPLS 3.3.2, 2026

Reliability Test

The reliability test was performed using Cronbach's Alpha and Composite Reliability values. A construct is declared reliable if both values are above 0.70. Based on the test results, all constructs have Cronbach's Alpha and Composite Reliability values that exceed 0.70. Thus, it can be concluded that the entire construct has a good level of internal consistency, so that the instrument used is able to produce stable and reliable data to measure the research variables.

Table 8. Reliability Test (Cronbach's Alpha & Composite Reliability)

	Cronbach's Alpha	Composite Reliability	Remarks
Actual Usage	0.714	0.843	Reliable
Attitude toward Using	0.928	0.949	Reliable
Behavioral Intention to Use	0.91	0.943	Reliable
Perceived Ease of Use	0.823	0.883	Reliable
Perceived Usefulness	0.858	0.913	Reliable

Source: Results of SEM-PLS analysis using SmartPLS 3.3.2, 2026

Tables and Figures are placed in the text group after the table or figure is referenced. Each image must be given an image title below the image and numbered sequentially, followed by the first image. Each table must be given a table title and numbered sequentially at the top of the table. Images must be guaranteed to be printed clearly (size, font, resolution and line size must be sure printed clearly). Figures and tables and diagrams/schematics should be placed in columns between groups of text or if they are too large, they should be placed in the center of the page. The table must not contain vertical lines. While horizontal stripes are allowed but only essential.

These results show that all constructs have a good level of internal consistency so that the research instrument is declared reliable and able to produce stable and reliable data.

Construct Reliability and Validity Test

Reliability and construct validity tests are carried out to evaluate the internal consistency of the instrument and ensure the reliability of the variables in explaining the research phenomenon. The criteria used in this test include *Cronbach's Alpha* and *Composite Reliability* (CR) for the reliability test, as well as *Average Variance Extracted* (AVE) for the construct-level convergent validity test.

Constructs are declared to have good reliability if *Cronbach's Alpha* and *Composite Reliability* values are greater than 0.70. Meanwhile, the convergent validity test is met if the AVE value shows a number above 0.50.

Table 9. Construct Reliability and Validity Test (Cronbach's Alpha, CR, AVE)

Construct	Cronbach's Alpha	Composite Reliability (CR)	Average Variance Extracted (AVE)	Remarks
Actual Usage	714	843	733	Reliable and Valid
Attitude toward Using	928	949	823	Reliable and Valid
Behavioral Intention to Use	910	943	847	Reliable and Valid
Perceived Ease of Use	823	883	657	Reliable and Valid
Perceived Usefulness	858	913	779	Reliable and Valid

Source: Results of SEM-PLS analysis using SmartPLS 3.3.2, 2026

Discriminating Validity Test via Cross Loadings

Discriminant validity testing was also evaluated through a Cross Loadings matrix. This criterion requires that the loading coefficient value of an indicator against the latent construct must be greater than the correlation value of the indicator against other latent constructs in the structural model.

Table 10. Cross Loadings – Discriminant Validity

Indicator	Actual Usage	Attitude toward Using	Behavioral Intention to Use	Perceived Ease of Use	Perceived Usefulness
TU1	96	891	686	674	704
ATU2	86	911	698	612	676
TU3	52	907	655	638	654
ATU4	92	921	690	657	688
AU1	979	91	144	171	160
AU3	713	50	78	108	91
BIU1	124	693	924	589	699
BIU2	150	722	936	627	717
BIU3	103	654	901	638	675
PEOU1	76	443	418	732	457
PEOU2	169	654	628	892	653
PEOU3	158	669	627	897	625
PEOU4	129	489	469	702	485
PU1	138	689	700	657	913
PU2	117	605	596	518	826
PU3	151	692	702	651	906

Source: Results of SEM-PLS analysis using SmartPLS 3.3.2, 2026

Inner Model Test Results

R-Square Test

The R-Square value for Perceived Usefulness is 0.482 and is in the medium category. Furthermore, Attitude Toward Using has an R-Square value of 0.635 which is also in the medium category. Behavioral Intention to Use shows an R-Square value of 0.632 which is moderate. Meanwhile, Actual Use has an R-Square value of 0.019 which falls into the weak category, which means that the model's ability to explain the construct is still very limited.

Table 11. R-Square Values

	R Square	R Square Adjusted
Actual Usage	0.019	0.012
Attitude toward Using	0.635	0.629
Behavioral Intention to Use	0.632	0.626
Perceived Usefulness	0.482	0.479

Source: Results of SEM-PLS analysis using SmartPLS 3.3.2, 2026

F-Square Test

The effect of Perceived Usefulness on Attitude Toward Using and Behavioral Intention to Use was 0.348 and 0.277, respectively, which were in the moderate category. Furthermore, the effect of Perceived Ease of Use on Attitude Toward Using of 0.193 is also moderate, while the effect on Perceived Usefulness shows a value of 0.932 which is included in the very strong category.

Furthermore, Attitude Toward Using had an effect on Behavioral Intention to Use of 0.157 which was in the medium category. On the other hand, Behavioral Intention to Use to Actual Usage showed a very small effect, with a value of 0.020.

Table 12. F-Square Values

	Actual Usage	Attitude toward Using	Behavioral Intention to Use	Perceived Ease of Use	Perceived Usefulness
Actual Usage					
Attitude toward Using			0.157		
Behavioral Intention to Use	0.020				
Perceived Ease of Use		0.193			0.932
Perceived Usefulness		0.348	0.277		

Source: Results of SEM-PLS analysis using SmartPLS 3.3.2, 2026

Multicollinearity Test (VIF)

Multicollinearity is measured through the value of the Variance Inflation Factor (VIF). A model is declared not to experience multicollinearity problems if the VIF value is below 5. Based on the test results, all indicators have a VIF value below 5. This shows that there is no high correlation between the indicators in the model. Thus, the results of the estimates obtained can be interpreted validly and reliably.

Table 13. Variance Inflation Factor (VIF) – Multicollinearity Test

	LIVE
TU1	3.131

ATU2	3.497
TU3	4.149
ATU4	4.528
AU1	1.446
AU3	1.446
BIU1	3.036
BIU2	3.602
BIU3	2.792
PEOU1	1.526
PEOU2	3.036
PEOU3	2.972
PEOU4	1.415
PU1	2.677
PU2	1.798
PU3	2.491

Source: Results of SEM-PLS analysis using SmartPLS 3.3.2, 2026

Hypothesis Test

Table 14. Hypothesis Testing Results (Path Coefficients, T-Statistics, P-Values)

	Original Sample (O)	T Statistics (O/STDEV)	P Values
Attitude toward Using → Behavioral Intention to Use	0.365	3.579	0.000
Behavioral Intention to Use → Actual Usage	0.138	1.034	0.150
Perceived Ease of Use → Attitude toward Using	0.369	3.715	0.000
Perceived Ease of Use → Perceived Usefulness	0.695	9.754	0.000
Perceived Usefulness → Attitude toward Using	0.495	5.032	0.000
Perceived Usefulness → Behavioral Intention to Use	0.484	4.813	0.000

Source: Results of SEM-PLS analysis using SmartPLS 3.3.2 with bootstrapping method (5,000 resamples), 2026

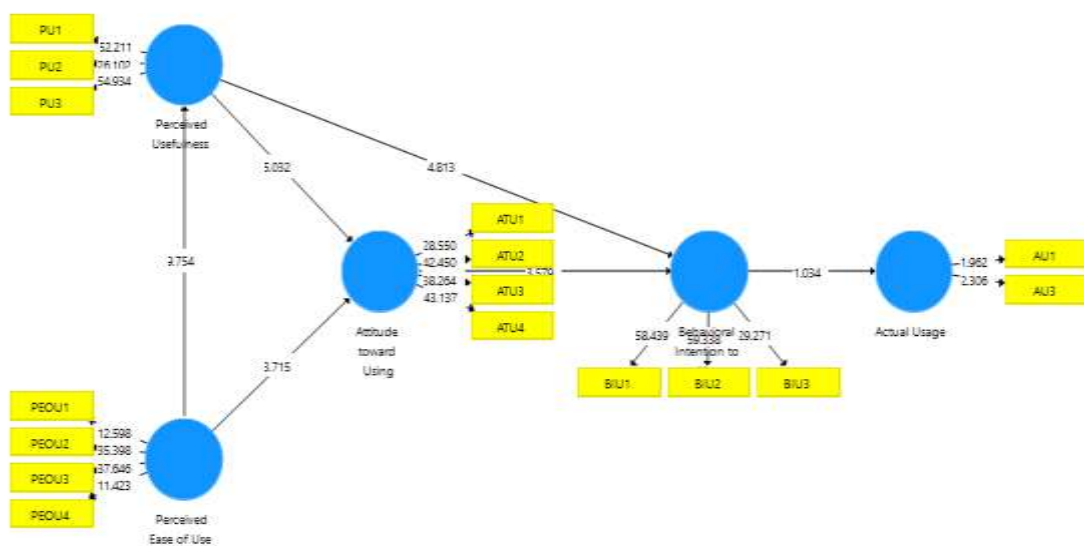


Figure 1. Structural Model with Bootstrapping Results

Source: Results of SEM-PLS analysis using SmartPLS 3.3.2 with bootstrapping method (5,000 resamples), 2026

The Influence of Perceived Usefulness through Attitude Toward Using

The results of the study show that Perceived Usefulness has a positive and significant effect on Attitude Toward Using. This is proven by a t-statistical value of 5.032 and a p-value of 0.000, so the first hypothesis is accepted. These findings show that the higher the perception of health workers of the benefits of SIMRS, the more positive their attitude towards the use of the system will be. Users feel that SIMRS is able to help speed up work, improve service efficiency, simplify patient documentation, and support a more integrated health service process. The results of this study are in line with the Technology Acceptance Model (TAM) theory developed by Fred Davis, which states that the perception of benefits is the main factor that affects users' attitudes towards technology. In the context of hospitals, health workers tend to accept the system if the system is considered to be able to improve their work performance. In addition, the results of this study also support previous research that stated that the benefits of technology affect the attitude of using health information systems. SIMRS that is able to speed up services, minimize recording errors, and make it easier to access patient data will increase user acceptance of the system. This finding echoes Barzekar et al. (2019), who reported that management support and Perceived Usefulness were significant predictors of hospital information system acceptance among nurses, further validating the central role of usefulness perceptions in shaping user attitudes.

The Influence Perceived Ease of Use through Attitude Toward Using

The test results showed that Perceived Ease of Use had a positive and significant effect on Attitude Toward Using with a t-statistic value of 3.715 and a p-value of 0.000. This shows that the ease of use of SIMRS is an important factor in shaping positive user attitudes. A system that is easy to understand, easy to operate, and does not require complicated processes will increase the comfort of healthcare workers in using SIMRS. In hospital service practices, health workers have a high workload so they need a simple and efficient system. If the system is considered too complex or difficult to use, then users will be more likely to experience resistance to the implementation of the technology. This is consistent with Hussain et al. (2025), who found that Perceived Ease of Use and Perceived Usefulness jointly mediate nurses' intentions to adopt advanced technology, underscoring the importance of designing systems that minimize the cognitive and operational burden on clinical staff. The results of this study support the TAM theory which explains that the perception of ease of use will increase positive attitudes towards technology. The easier the system is to use, the higher the likelihood that users will accept and utilize the system in their daily activities

The Influence Perceived Ease of Use through Perceived Usefulness

The results showed that Perceived Ease of Use had a positive and significant effect on Perceived Usefulness with a t-statistic value of 9.754 and a p-value of 0.000. These results show that the ease of use of SIMRS is able to increase the perception of user benefits to the system. When the system is easy to use, it will be easier for users to understand the available features so that they can experience the benefits of the system optimally. This influence is the strongest relationship in the study, which can also be seen from the F-square value of 0.932 which is included in the very strong category. This shows that ease of use is a dominant factor in shaping the perception of the benefits of SIMRS in the inpatient room. The easy-to-use system can speed up the patient data entry process, make it easier to find medical information,

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and reduce the risk of administrative errors. Therefore, hospitals need to ensure that the development of SIMRS pays attention to user-friendly aspects so that the benefits of the system can be felt to the maximum by users. This finding is in line with Barzegari et al. (2023), who applied a modified TAM3 model and found that Perceived Ease of Use was among the strongest determinants of nurses' acceptance of a hospital information system, reinforcing the practical importance of interface simplicity in clinical settings.

The Influence Perceived Usefulness through Behavioral Intention to Use

The results showed that Perceived Usefulness had a positive and significant effect on Behavioral Intention to Use with a t-statistic value of 4.813 and a p-value of 0.000. This shows that the greater the benefits that health workers feel for SIMRS, the higher their intention to continue using the system. Users will have motivation to use technology if they feel that the system is able to help work and increase work productivity. The benefits of SIMRS are not only felt in the administrative aspect, but also in the coordination of services between units, medical documentation, and hospital data reporting. A system that provides real benefits will increase user commitment to using technology in a sustainable manner. These findings reinforce the concept of TAM that the perception of benefits is the main factor that influences the intention to use technology (behavioral intention). A similar pattern was reported by Ngusie et al. (2024), who found that performance-related perceptions were among the strongest predictors of health professionals' behavioral intention to use an electronic health record system in an extended UTAUT3 model.

The Influence Attitude Toward Using through Behavioral Intention to Use

The results showed that Attitude Toward Using had a positive and significant effect on Behavioral Intention to Use with a t-statistic value of 3.579 and a p-value of 0.000. These results suggest that health workers' positive attitudes towards SIMRS will increase their intention to use the system continuously. Users who feel comfortable, confident, and have a positive experience with the system will tend to have a higher commitment to the use of technology. Such a positive attitude can be formed through good user experience, adequate training, hospital management support, and stable system quality. Therefore, the success of the implementation of SIMRS depends not only on technology, but also on how the hospital builds a positive user experience of the system.

The Effect of Behavioral Intention to Use on Actual Usage

The results showed that Behavioral Intention to Use had no significant effect on Actual Usage with a t-statistic value of 1.034 and a p-value of 0.150, so the sixth hypothesis was rejected. These results show that the intention of use is not necessarily realized into the actual use of SIMRS. Although healthcare workers have the intention to use the system, there are various other factors that can affect actual use in the field. Some of the factors that may affect these conditions include limited computer facilities, internet network disruptions, high workloads, lack of training, and user habits that still rely on manual recording. In addition, the use of SIMRS in hospitals is also often influenced by organizational policies and service operational conditions. The R-Square Actual Usage value of 0.019 indicates that the model's ability to explain actual usage is still very low. This indicates that there are other factors outside the TAM model that affect the actual use of SIMRS in the inpatient room of Harapan Bunda Lampung Hospital. This gap between intention and actual use is consistent with Alsyouf et al. (2022), who found that facilitating conditions and top-management support, rather than intention alone, play a decisive role in determining nurses' continued use of electronic health record

systems, suggesting that organizational and infrastructural support are essential complements to a positive behavioral intention.

CONCLUSION

Based on the hazel data analysis and hypothesis testing, it can be concluded that most of the variables in the TAM model have a positive and significant influence on the acceptance of the use of SIMRS. The implementation of the Hospital Management Information System (SIMRS) in the inpatient room of Harapan Bunda Lampung Hospital was significantly influenced by the variables in the Technology Acceptance Model (TAM). Perceived Usefulness and Perceived Ease of Us have been shown to increase Attitude Toward Using as well as Behavioral Intention to Use. However, the intention of use has not been fully realized into actual use, because it is influenced by external factors such as facilities, workload, network, organizational policies, and work habits. Overall, the success of SIMRS is highly dependent on the perception of benefits, ease of operation, and infrastructure support and training for health workers. Based on these findings, several recommendations are proposed. For hospital management, it is recommended to improve infrastructure by providing adequate computer facilities and stable internet networks, provide ongoing training and technical support for healthcare workers, and develop clear policies that support SIMRS utilization. For the IT development team, it is recommended to enhance the system's user-friendliness and simplify features to reduce user resistance. For future researchers, it is recommended to examine external factors outside the TAM model that affect Actual Usage, such as organizational culture, leadership support, and user competency, as well as conduct comparative studies across multiple hospitals to validate the generalizability of these findings.

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