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BOOK OF EXTENDED ABSTRACTS

iVCPPTS 2021

1ST INTERNATIONAL VIRTUAL CONFERENCE ON PUBLIC POLICY AND SOCIAL SCIENCE

iVCPPTS 2021:

**REGIONAL ISSUES IN PUBLIC POLICY
AND SOCIAL SCIENCE
DURING COVID 19 PANDEMIC**

CO-ORGANIZED BY:

**FACULTY OF ADMINISTRATIVE SCIENCE
AND POLICY STUDIES, UTM KEDAH
& FAKULTAS ILMU SOSIAL DAN ILMU POLITIK
UNIVERSITI OF AIRLANGGA (UNAIR)**

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INTENTION OF USE OF E-HEALTH SITE BY PUSKESMAS PATIENTS (Study in Surabaya City)

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EXTENDED ABSTRACT

This paper discuss the intention of use e-health site by PUSKESMAS patients using the case study in Surabaya City.

INTRODUCTION

The continuous development of ICT has driven drastic changes in people's lives. These changes occur because of the constant emergence of new products and services, new ways of doing businesses, new markets and new investment opportunities, new channels of social and cultural expression, and new channels for interaction between citizens and government (Organization for Economic Cooperation and Development [OECD], 2003:12; Dwivedi & Irani, 2009:125). The development of ICT in public services or the so-called e-Government can facilitate better interaction between citizens and the officials. In other words, e-government attempts to simplify the service process and accommodate citizens' needs. In addition, large amounts of funds have been spent around the world on initiatives to implement e-government.

In Indonesia, implementing electronic government has become a central agenda for the national government. The transformation itself has been taking place widely across the country. Similarly, Surabaya City, as the second-largest city in Indonesia, has been using electronic government systems to deliver its services through various programs. A broad range of public help uses the existing technology covering the economy, human resource management, program monitoring, education, taxation system, licensing, health care management, and the media center. Accordingly, a program which is considered successful in improving the city's public services is the e-Health program. The program itself functions to deliver services by reducing the physical queuing time through implementing web-based online queues and e-Health applications.

In addition, with the integration between the e-Health system and population information systems in conjunction with patient data from hospitals and health centers, e-Health can facilitate various administration management, such as an easy referral system that can inform patients directly to which health care center they should go and bypass complex process. In this regard, a patient can also track their medical history data electronically. However, based on the six health care centers chosen as research sites, only about 25% - 30% of the total number of patients used the e-Health site independently.

The number of patients who have used the e-Health site independently raises a question. The intention of the e-Health website to ensure a reduction in the number of physical queues at all puskesmas (a local healthcare service provided by the government) in Surabaya has low participation from citizens. To increase participation, people need to access the e-Health program from their respective homes or from various e-Kiosk locations.

Our field findings show that most users access e-Health once they arrived at local health facilities. The on-duty officers oblige them to access it using provided devices. Meanwhile, others who accessed the e-Health facility using personal mobile devices due to their willingness and perceived benefits. This information shows that users' low intention causes lower participation to use facilities. This study attempts to explain various factors that influence such behavior. Without the intention of the community, the e-Health program is only an administrative tool. But there are people who have accessed e-Health through personal devices from their homes or through various e-Kios that have been provided.

PURPOSE/AIM & BACKGROUND

This study aims to determine the relationship of various factors that can influence patients' intention to use the e-Health website. The unified theory of acceptance and use of technology is used to make the basic research models. Three of the four main constructs, namely performance expectancy, effort expectancy, and facilitating conditions, are used to see their relationship to the patient's intention to use the e-Health website.

METHODOLOGY

The research was conducted in 6 health centers, namely Kedungdoro Health Center, Gunung Anyar Health Center, Dukuh Kupang Health Center, Balas Klumprik Health Center, Manukan Kulon Health Center, and Sawah Pulo Health Center. This research uses quantitative methods with explanatory research type. The technique of determining the sample is Multi-Stage Sampling. In addition, we chose respondents based on Opportunity Sampling with face-to-face data collection methods.

FINDINGS/RESULTS

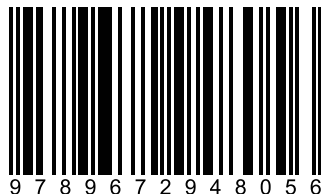
Performance expectancy and facility conditions have a significant positive effect on the patient's intention to use the e-Health website. Effort expectancy has a significant positive effect only on patients under 45 years of age. Young patients will use the e-Health site if they can use the e-Health site easily. On the other hand, although patients over 45 years old also have a strong willingness to use the e-Health site, sometimes they remain to need help from relatives.

Accordingly, patients' age has a moderating effect between variables. The influence of the predictor variables will be stronger for younger patients. Gender difference did not have a moderating effect on the influence between variables. In other words, male and female patients could have a high intention of using the e-Health website or vice versa, depending on their perceived benefit.

CONCLUSIONS

This study found that a patient's intention to use the e-Health website was influenced by the patient's belief in the benefits of the e-Health site or performance expectancy. Similarly, ease of use and effort required to use the e-Health site or effort expectancy positively affects the outcome. Also, patient's favourable conditions to use the e-Health website or the facilitating conditions positively affect the outcome. Meanwhile, patients' age only matters if they can use and access the technology.

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