

UNIVERSITI TEKNOLOGI MARA

**TECHNOLOGY ACCEPTANCE OF PHARMACY
INFORMATION SYSTEM (PIS) AMONG PHARMACY
WORKERS IN PUBLIC HEALTH FACILITIES UNDER
HEALTH DEPARTMENT OF FEDERAL TERRITORY
OF KUALA LUMPUR AND PUTRAJAYA**

ABDUL HAFEEZ BIN AHMAD HAMDI

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requirements for the degree of
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AUTHOR'S DECLARATION

I declare that the work in the dissertation was carried out in accordance with the regulations of University Technology MARA (UITM). It is original and is the result of my own work unless otherwise indicated or acknowledge as referenced work. This dissertation has not been submitted to any other academic institution or the non-academic institution for any degree of qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Postgraduate, University Technology MARA (UITM), regulating the conduct of my study and research.

Name of student : Abdul Hafeez Bin Ahmad Hamdi
Student ID No : 2015635474
Programme : Master in Pharmacy Practice
Faculty : Pharmacy
Dissertation Title : Technology Acceptance of Pharmacy Information System
(PIS) Among Pharmacy Workers in Public Health Facilities
Under Health Department of Federal Territory of Kuala
Lumpur and Putrajaya

Signature of Student :.....

Date : Jan 2017

ABSTRACT

Introduction: Pharmacy Information System(PIS) has the potential to improve organizational performance. Ministry of Health (MOH) has taken strategic initiatives to transform pharmacy in public health sector towards a more efficient and effective health system using a single standardize system. Regardless of the potential benefits of the system, the success and effectiveness of implemented PIS cannot be fully realized if such application has a poor technology acceptance among pharmacy workers. This study was aimed to identify the determinants which influence the technology acceptance of PIS among pharmacy workers using Unified Theory of Acceptance and Use of Technology (UTAUT). **Methodology:** This study was a cross-sectional, multicenter, online web survey that was conducted among PIS users (pharmacists and pharmacist assistants) who worked in hospitals, public health clinics, and health district offices under the Health Department of Federal Territory Kuala Lumpur And Putrajaya. Structural Equation Modelling (SEM) with AMOS Ver 23 was used to identify the determinants of pharmacy workers behavior intention to use the PIS. **Result:** A total of 105 returned questionnaires which represented a response rate of 82.6%. Descriptive statistics in this study suggested that pharmacy workers have a positive perception towards PIS. The results of the measurement model showed that the model in this study has achieved unidimensionality, goodness-of-fit, construct reliability, and validity. The model in this study provided a powerful explanation of the behavior intentions among pharmacy workers to use PIS ($R^2: 0.73$). The results of structural equation modeling showed that performance expectancy ($\beta:0.26, p<0.05$), effort expectancy ($\beta:0.34, p<0.05$), social influence ($\beta:0.25, p<0.05$), and facilitating conditions ($\beta:0.23, p<0.05$) were all significant determinants of behaviour intention to use PIS. **Conclusion:** The UTAUT model is useful in explaining pharmacy workers behavior intention to use PIS. Pharmacy workers who believed the system to be easy to use, increase their job performance, supported by their colleague and top management, the existence of sufficient resources and knowledge are more likely to accept the system. Health organization management should continue developing programs that support pharmacy workers performance expectancy, effort expectancy, facilitating conditions and social influence to ensure successful implementation and sustainability of recently implemented PIS in the public sector.

Keywords: Pharmacy Information System (PIS), Unified Theory of Acceptance and Use of Technology (UTAUT), Structural Equation Modelling (SEM), Technology Acceptance, Pharmacy Workers, Public Health Facilities.

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