UNIVERSITI TEKNOLOGI MARA

THE ACCEPTANCE OF MILITARY LIFETIME HEALTH RECORDS (MLHR)

HASBULLAH BIN MOHD HATTA

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ABSTRACT

A healthcare system is a system dealing with human health. It is involve with the patient, family, community, health providers, health service organizations, pharmaceutical companies, health financing agencies, and other organizations. In the military aspects, the health system is used for medical readiness of a personnel. Medical readiness is an important part of the military deployment process in times of conflict. It is important for all service members to stay ready for the tasks ahead. Therefore a Military Lifetime Health Records (MLHR) system is developed by the Malaysian Arm Forces (MAF) to implement this initiative. This study is conducted to identify factors that influence the user acceptance of the MLHR system. The quantitative method has been adapted in this study. The survey has been given to hospital staffs for data collections. It should be known that the acceptance of MLHR system is one of the greatest issue revolving around the successful implementation on MLHR system. This study adopted the Technology Acceptance Model (TAM) and Unified Theory of Acceptance and Use of Technology (UTAUT) model to suit with the current situations and accommodate different environments of MLHR system. The result of this study revealed that 'Perceived Usefulness' and 'Vendor IT Support' are strongly significant factor to the acceptance of MLHR system. The conceptual model is constructed to help MLHR system to improve in term of user acceptance. This study finding will become a reference to the ICT decision maker and system developer in developing and enhancing future MLHR system improvement.

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TABLE OF CONTENTS

		Page
AUTHOR'S DECLARATION		ii
ABSTRACT		iii
ACKNOWLEDGEMENT		iv
TABLE OF CONTENTS		v
LIST OF TABLES		ix
LIST OF FIGURES		x
CHAPTER ONE: INTRODUCTION		
1.1	Overview	1
1.2	Research Background	2
1.3	Problem Statement	4
1.4	Research Question	6
1.5	Research Objectives	6
1.6	Research Scope	6
	1.6.1 Research Hypothesis	7
	1.6.2 Research Approach	7
1.7	Research Significance	7
1.8	Limitation	8
1.9	Organization of Research Report	9
CHAPTER TWO: LITERATURE REVIEW		
2.1	Introduction	10
2.2	Healthcare System	10
2.3	Military Health Services	11
2.4	Military Lifetime Health Records (MLHR)	12

2.5 Overview of Establish Theories on User Acceptance 13
2.5.1 Technology Acceptance Model (TAM) 14
2.5.2 Unified Theory of Acceptance and Use of Technology (UTAUT) 16
2.5.3 Information Technology Acceptance in Healthcare Context 18
2.6 Summary 22

CHAPTER THREE: RESEARCH METHODOLOGY

3.1 Introduction 23
3.2 Research Approach 23
3.2.1 Planning Phase 24
3.2.2 Design Phase 25
3.2.2.1 Research Model 25
3.2.2.2 Research Hypothesis 26
3.2.2.3 Instrument 28
3.2.2.4 Population and Sampling 31
3.2.2.5 Reliability and Validity 31
3.2.3 Information Gathering Phase 32
3.2.3.1 Data Analysis 33
3.2.3.2 Descriptive Statistics 33
3.2.3.3 Test of Difference 33
3.2.3.4 Pearson Correlation 34
3.2.3.5 Multiple Linear Regressions 35
3.2.3.6 Alpha Level 36
3.2.4 Documentation Phase 36
3.3 Conclusion 36