

ABSTRACT

The Fourth Industrial Revolution (Revolution 4.0) has transformed information technology into a necessity, deeply ingrained in human life. The advancements in information technology offer significant conveniences, particularly in the healthcare sector. Technological progress in healthcare is marked by the digital transformation of Primary Health Center (Puskesmas) information systems. One such system is ePuskesmas. ePuskesmas is a healthcare information system designed to assist in online service delivery and Puskesmas management, seamlessly integrated with the standard Primary Health Center Information System (SIP) set by the Ministry of Health of the Republic of Indonesia.

The implementation of ePuskesmas has not achieved 100% coverage across all Puskesmas areas in Indonesia, including those in Tasikmalaya District. This research uses Unified Theory of Acceptance and Use of Technology (UTAUT) model with variables employed in this study include Performance Expectancy, Effort Expectancy, Social Influence, Facilitating Conditions, Behavioural Intention, and Use Behaviour. The quantitative method involves the distribution of online questionnaires to ePuskesmas users in all 40 Puskesmas in Tasikmalaya District. All collected data meet validity and reliability criteria, assessed using SmartPLS 4.0 software. To test the hypotheses, the researcher utilized Partial Least Square- Structural Equation Modeling (PLS-SEM) with SmartPLS 4.0 software. The research findings indicate that performance expectancy and effort expectancy significantly and positively influence behavioural intention. Behavioural intention and facilitating conditions significantly and positively affect the use behaviour of ePuskesmas.

Keywords : Digital transformation, technology acceptance, ePuskesmas, UTAUT, PLS-SEM.