ABSTRACT

ANALYSIS OF USER ACCEPTANCE FACTORS OF RSI PURWOKERTO MOBILE APPLICATION USING THE UNIFIED THEORY OF ACCEPTANCE AND USE OF TECHNOLOGY 2 METHOD

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Digitalization of the health sector is changing the way people access health information, reducing costs, and improving efficiency and effectiveness. Health Information Management System (HIMS) is one of the health sector's digital tools to manage and provide healthcare information. Purwokerto Islamic Hospital has a mobile-based SIMRS, namely Mobile RSI, which is used to monitor the health of outpatients and conduct online registration. According to the pre-study questionnaire, the research identified problems with the use of Mobile RSI, including frequent errors or bugs in certain application features that hinder the user experience. Bugs found often fail at the registration stage, unattractive appearance, long loading, information that is not up-to-date, system problems, and servers that are down several times. Based on these problems, it is necessary to conduct research that examines user acceptance of the RSI Mobile application. This study aims to identify factors that influence the intention to use RSI Mobile by evaluating user acceptance of application features using the UTAUT 2 method. This study found that there are seven variables that affect how well this application is accepted. These variables are FC to BI (t-statistic = 3.296), FC to BI moderated by experience (t-statistic = 3.319), HM to BI (t-statistic = 0.937), HB to BI (t-statistic = 2.340), HB to UB (t-statistic = 4.205), and BI to UB (t-statistic = 3.8). Based on hypothesis testing conducted on the RSI Mobile application, recommendations can be given: update information regularly, optimize time and response, and fix bugs.

Keywords: *Mobile* **RSI, SIMRS, UTAUT2**