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Research Article

Perceived Usefulness and Ease Influence Outpatient Intention to Use Electronic Medical Records Through User Attitudes

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Abstract: This study examined the influence of perceived usefulness and perceived ease of use on the intention to use electronic medical records (EMRs) with attitude as an intervening variable at Cenka Hospital. Differences in staff perceptions regarding the benefits and convenience of EMR implementation were identified as factors contributing to the low intention to use the system. Some healthcare workers perceived limited benefits from EMRs, reducing their motivation to utilize the technology effectively. The study aimed to identify strategic factors that could improve EMR adoption, particularly attitudes, perceived usefulness, and perceived ease of use.A quantitative causal research design was employed using descriptive analysis and the three-box method. The respondents consisted of 70 hospital staff members selected through a saturated sampling (census) technique. Data were analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM).The findings revealed that perceived usefulness, perceived ease of use, and attitude each had a significant positive effect on the intention to use EMRs. In addition, perceived usefulness and perceived ease of use positively influenced users' attitudes toward EMR implementation. However, attitude did not mediate the relationship between perceived usefulness and intention to use EMRs, nor the relationship between perceived ease of use and intention.The study recommends improving staff competence through continuous training, strengthening information technology support teams, regularly updating EMR systems, and enhancing infrastructure such as internet speed and computer specifications to optimize EMR utilization and reduce patient care errors.

Keywords: Attitude; Ease Perception; Hospital; Perceived Usefulness; Use Intention.

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1. Introduction

Related to the implementation policy of electronic medical records as an information technology, the Technology Acceptance Model (TAM) theory developed by Fred Davis in 1989 revealed that the level of acceptance of the use of information technology is determined by five structures, namely, perceived benefits, perceived ease, attitudes in using, behavior to continue using, and real conditions of system use. The transition of manual information to information technology, made an expert named Fred Davis in 1989 develop the Technology Acceptance Model (TAM) theory which is an extension of the Theory of Reason Actioned (TRA) from Ajzen & Fishbein (1975). TAM explains a causal relationship between a belief and behavior, needs and users of an information system. TAM aims to explain and predict user acceptance of an information system. TAM is a theory that explains the perception of technology users. The user's perception will have an influence on the intention to use information technology. In the TAM model, the level of acceptance of the use of information technology is determined by five constructs, namely, perceived benefits, perceived ease, attitudes in using, behavior to continue using, and real conditions of system use (Davis et al., 2023).

No exception for hospitals, information technology brings about a change where information can be accessed quickly and makes it easier to share information on one system for the benefit of patient services. As a new technology that is implemented, management needs to stimulate the intention of its users so that the implementation of electronic medical records runs according to the objectives. The main difficulty faced by management in the process of

transitioning manual to electronic medical records is related to the intention of its members to want to support the implementation of electronic media records (Akwaowo et al., 2022), The intention to use needs to be stimulated through the perception of benefits and the perception of convenience so that they are willing to maximize the use of patient medical records (Tubaishat, 2018), and attitudes that indicate the readiness of health workers to use electronic medical records, play an important role in determining their intention to use electronic medical records , and the intention to use is determined by aspects of subjective norms, objective norms and behavioral control (Ajzen, 2005).

When individuals assume that information technology has benefits in supporting their work activities, it will easily stimulate their intention to use it. Understanding the benefits will increase the user's intention to maximize the RME function (Ayaad et al., 2019), and the perception of usefulness will direct health workers to maximize the implementation of RME as a means of supporting quality services , because by building a perception of usefulness that facilitates health service activities, the intention of health workers to use it can be stimulated (Upadhyay & Hu, 2022), and the perception of benefits forms the intention of increasing electronic medical record users, because the perception of benefits is related to speeding up work, improving performance, increasing productivity, creating effectiveness (Davis et al., 2023).

Perceived ease of use occurs when users consider that using information technology is easy for them to use and does not cause difficulties (Buabeng-Andoh, 2018). Perceived ease of electronic medical records increases users' intention to utilize its functions (Faida et al., 2022), because the perception of convenience will direct the intention of health workers to use electronic medical records. When RME is seen as being easy to operate, then health workers will professionally determine their intention to use RME, Creating a perception of convenience will further encourage health workers to support the implementation of RME (Abdekhoda et al., 2019), because by creating a perception of ease, it will build the self-confidence of health workers, so that their intention to optimize the use of RME can increase, and the perception of ease consists of aspects of easy to learn, easy to use, easy to understand and easy to become skilled at (Davis et al., 2023).

Attitude will determine an individual's behavior and the direction of his/her intention to use (Lušňáková et al., 2022), attitude determines professionalism, thus determining the direction of success of electronic medical record implementation where users intend to use electronic medical records (Kalayou et al., 2021), Health workers' attitudes influence the intention to use electronic medical records (Zin et al., 2023), because attitude is a form of readiness to react to an object in a particular thought (Abdool et al., 2021). Professional attitudes make users' perceptions of benefits more dominant in increasing the intention to use electronic medical records , In addition, the readiness of health workers as a form of professional attitude makes the perceived ease of use of health workers more optimal in increasing the intention to use electronic medical records (Wubante et al., 2023), and in general the attitude of health workers is very important for measuring the success of implementing RME in a quality and professional health service, because attitudes consist of cognitive, affective and conative aspects (Ajzen, 2005).

Cenka Hospital is a privately owned general hospital that currently has a type C hospital predicate and is located in Bekasi Regency, West Java. To meet the demands of the Minister of Health Regulation No. 24 of 2022 that electronic medical records must be implemented by the end of 2023 at the latest, since 2022, Cenka Hospital has conducted a trial implementation of RME using SIMRS GOS V2. Based on information from the head of IT on July 17, 2023 as a form of initial study, it was obtained that currently the RME trial is limited to outpatient installations, and currently still has several obstacles such as the limited number of PCs to facilitate users, unstable internet speed, and users have not received comprehensive training, so that there are still many users who use manual medical records because they are used to it so far, and find it difficult to use electronic medical records, so that these things cause the implementation of electronic medical records to be ineffective in optimizing its use to support service activities in outpatient installations, and it is further explained that management hopes to optimize the use of RME up to 100% by the end of 2022, but until December 2022, the optimization of its use in outpatient installations only reached 65%.

Further information from the head of the medical records department stated that "The failure to optimize the use of EMR occurred because out of 70 health workers, 30% of users had difficulty understanding the operational flow of EMR, which was caused by limited knowledge about computer operation, and 60% of users considered that the use of EMR that was currently implemented was complicated and difficult". Another statement was informed that "36% of users who are doctors argued that EMR hindered their work activities, because in addition to having to interact directly with patients, they also had to input them into EMR

at the same time". In addition, another statement informed that "50% of users viewed EMR as hindering their work because the EMR that is currently implemented often has errors, so that this has an impact on the effectiveness of their work".

In addition, other problems raised by the head of IT are the lack of trust of users in the security of current RME accounts, so they are afraid of manipulation of patient medical record data by irresponsible parties, and 50% of users consider that the currently implemented RME system has a confusing data input flow, because they are not yet familiar with the new terms contained in the current RME system.

Further information was provided by the Casemix section at the same time regarding pending outpatient claims for the period January - September 2022, that during that time period there were several cases of pending outpatient claims for BPJS patients, more than 50% of which were related to the completeness of the medical resume, 20% were pending due to the completeness of administrative files, and 18% were cases of coding accuracy, where this has the potential to cause a decrease in post-pending claim rates compared to the initial submission to be very large, and according to the Casemix section this was caused by frequent system errors, so that for each hospital claim bill the hospital must attach a photocopy of the examination results manually.

Based on this information, a preliminary survey was conducted on 10 RME users consisting of doctors, nurses and pharmacy staff, on July 24, 2023 to assess the intention to use RME referring to the aspects of subjective norms, objective norms and behavioral control (Ajzen, 2005), The following are the results of the preliminary survey recapitulation; There are 70% of users who have problems with subjective norms, which reflect their lack of trust that RME is intended to facilitate data input, data correction and viewing of patient medical record data, facilitate data exchange in nursing services, ensure the security of patient data and information, and ensure the accuracy of patient medical record data and information. 70% of users have problems with objective norms, which reflect their disagreement that the implemented RME is easy to operate, has clear instructions for operation, makes it easy to clearly communicate medical record data needs, and makes it easier to send medical record data to other service units. 80% of users have problems with the behavioral control aspect, which reflects their disagreement that RME will provide accurate information and avoid patient mishandling, and they are less ready to master the use of RME because they have not been trained by management, and are less ready to use RME because of the demands of quality service.

Referring to the problem of 36% of users who argued that EMR hindered their work activities, illustrating the problem of their ignorance about the benefits of EMR, a preliminary survey was conducted on aspects of facilitating work, increasing productivity, increasing effectiveness, and improving performance to the same subjects and at the same time, with the following conclusions; There are 70% of users who feel that EMR does not provide convenience in monitoring the development of patient conditions, and does not provide convenience for collaboration and communication between departments in the hospital. 70% of users feel that EMR does not make the process of inputting patient medical record data faster, and will not reduce the excessive use of physical documents. 70% of users feel that EMR will not increase the effectiveness of patient schedule management in the hospital, and will not help reduce errors in patient handling. 70% of users feel that EMR will not speed up the process of providing medical treatment to patients, and will not increase efficiency in the process of handling patients in the hospital.

Referring to the problem of 30% of users having difficulty understanding the operational flow of RME, 60% of users consider that the use of the currently implemented RME is complicated and difficult, and 50% of users consider the currently implemented RME system to have a confusing data input flow, this condition illustrates the problem of perception of ease, for that a preliminary survey was conducted related to aspects of easy to learn, easy to use, easy to understand and become skilled at the same subject and at the same time, with the following conclusions; There are 70% of users who feel that the implemented RME is difficult to learn, and difficult to understand. 70% of users feel that the implemented RME makes it difficult to input patient medical record data, and makes it difficult to search for patient medical record data. 70% of users feel that the implemented RME output is difficult to understand, and its workflow is difficult to understand. 70% of users feel that the implemented RME does not prevent errors in patient logistics distribution, and does not prevent errors in patient medical treatment.

Based on the problem of 36% of users considering RME as hindering their work activities, "50% of users view RME as hindering their work, as well as the problem of lack of trust of users in the security of current RME accounts, illustrates the existence of problems in user

attitudes, for that a preliminary survey was conducted related to aspects of cognitive, affective and conative attitudes towards the subject and at the same time, with the following conclusions; There are 70% of users who feel that RME is not a supporter of quality patient services, not as a source of accurate patient medical record information, and not intended to make health services more effective. 70% of users feel that using RME will not prevent errors in exchanging patient data, will not avoid errors in patient handling, and will not improve performance. There are 70% of users who feel that using RME does not make services more professional, does not improve the quality of services in hospitals, and will not add new skills to support work in hospitals.

Based on the results of the initial study that was informed, it showed that the obstacles faced by management in the RME implementation process, caused the effectiveness of the implementation of electronic medical records to not be achieved, where the intention of its users did not fully support the implementation of electronic medical records to support their service activities in outpatient installations, and this was reinforced by the results of a preliminary survey which concluded that the intention of prospective users in outpatient installations to maximize the use of electronic medical records was still low, so that these conditions became the main reason for the importance of conducting research on the intention to use RME by determining the title "The Influence of Perceived Benefits and Perceived Convenience on the Intention to Use Electronic Medical Records in the Outpatient Installation of Cenka Hospital with Attitude as an Intervening Variable".

2. Literature Review

Electronic Medical Records (EMR) have become an essential component of healthcare digitalization because they improve efficiency, accuracy, and accessibility of patient information. According to World Health Organization, the implementation of EMRs supports patient safety, reduces documentation errors, and enhances healthcare service quality. Hospitals worldwide continue to adopt EMR systems to strengthen integrated healthcare services and improve clinical decision-making processes.

The Technology Acceptance Model (TAM), developed by Fred Davis, is one of the most widely used theories to explain technology adoption behavior. TAM states that perceived usefulness and perceived ease of use are the primary determinants influencing user acceptance of information systems. This theory has frequently been applied in healthcare studies to evaluate healthcare workers' acceptance of EMR systems.

Perceived usefulness refers to an individual's belief that using a particular technology will improve job performance. In healthcare settings, EMRs are perceived as beneficial because they accelerate documentation processes, improve data accuracy, and facilitate communication among healthcare professionals.

Perceived ease of use is defined as the degree to which a person believes that using a system will be free from effort. Simple interfaces, clear procedures, and adequate technical support contribute to positive perceptions of convenience. Healthcare workers are more likely to adopt electronic medical record (EMR) systems when the technology is easy to learn, understand, and operate in their daily clinical activities. Systems that are user-friendly and require minimal effort to use tend to encourage greater acceptance and continuous utilization among healthcare professionals. Complicated systems may reduce user motivation and create resistance to implementation.

Attitude plays an important role in determining behavioral intention toward technology use. Positive attitudes are formed when users believe that a system provides benefits and is easy to use. In the context of EMRs, healthcare workers who feel comfortable and confident using the system are more likely to demonstrate higher intention to adopt it consistently. Healthcare workers with positive attitudes toward digital health technologies tend to show greater willingness to adopt and utilize these technologies in their daily clinical practice. Positive perceptions and confidence in the benefits of digital systems encourage users to integrate technology into healthcare services more consistently and effectively.

Behavioral intention to use technology reflects an individual's readiness and willingness to adopt a system in the future. In hospital settings, intention to use EMRs is associated with staff commitment to integrating digital systems into daily clinical activities. Venkatesh et al. (2003) emphasized that intention is one of the strongest predictors of actual technology usage behavior. Therefore, understanding factors affecting intention is crucial for successful EMR implementation.

Several studies have demonstrated that perceived usefulness directly influences healthcare workers' intention to use EMRs. Users who perceive strong benefits from EMRs are more likely to integrate the system into their routine work. Electronic Medical Record

(EMR) systems can improve the efficiency of patient documentation processes and help reduce the administrative workload of healthcare staff. By facilitating faster access to patient information, streamlining data entry, and minimizing repetitive paperwork, EMRs support more effective healthcare service delivery and allow healthcare professionals to focus more on patient care.

Perceived ease of use also contributes significantly to technology acceptance. Healthcare workers often experience difficulties adapting to new digital systems due to limited technological competence and inadequate training. Continuous education and technical assistance are therefore important to improve user confidence. Ease of use plays an important role in encouraging the acceptance of healthcare technologies and minimizing user resistance during system implementation. When a system is perceived as simple to learn, understand, and operate, healthcare professionals are more likely to adopt and use it consistently in their daily work activities.

Attitude is frequently positioned as an intervening variable in TAM-based studies because it mediates cognitive perceptions and behavioral intention. However, several studies reported inconsistent findings regarding the mediating role of attitude in EMR adoption. Some studies showed significant mediation effects, while others found that perceived usefulness and ease of use directly influenced intention without mediation. These inconsistencies indicate the need for further investigation in different organizational contexts.

The successful implementation of EMRs requires not only technological readiness but also organizational support, continuous training, and adequate infrastructure. Hospitals should provide reliable information technology teams, stable internet connectivity, and regular software updates to ensure optimal EMR performance. Integrating TAM variables such as perceived usefulness, perceived ease of use, attitude, and intention to use provides a comprehensive framework for understanding healthcare workers' acceptance of electronic medical record systems (Davis, 1989)

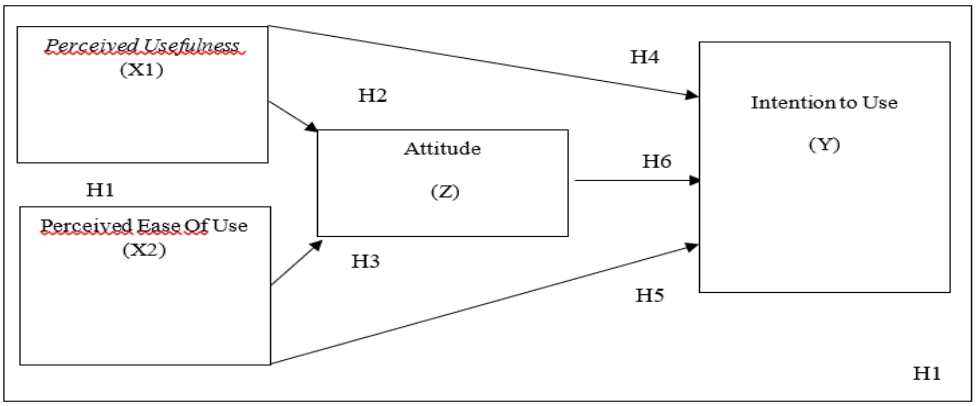


Figure 1. Research Constellation.

3. Proposed Method

The causal influence research design is used in this study. Research is useful to see the extent to which independent variables affect dependent variables through mediating or intervening variables. Proof of the hypothesis using data collected through survey methods through research instruments in the form of questionnaires. The questionnaire is compiled from research variable indicators. This research design is included in cross-sectional study research by conducting observations at a specified time with the aim of analyzing the relationship between independent and dependent variables. As a form of thought flow, the following is a constellation of thoughts that connects variables according to the research questions that have been formulated.

The population in this study were officers who used electronic medical records. The number of respondents was 70 officers using the saturated sample method or census method. The research instrument was made based on the technology acceptance model theory (Davis et al., 2023). The scale used was a Likert scale with the lowest value of 1 and the highest value of 4. The data analysis method used PLS SEM.

4. Results and Discussion

Respondent Characteristics

The respondents in this study were predominantly female (63%), indicating a workforce composition largely represented by women, particularly in healthcare professions. Most respondents were aged 41–50 years (37%), reflecting a workforce dominated by relatively older employees with fewer younger staff members. The majority were married (90%), suggesting that respondents may have additional responsibilities outside the workplace. Most participants held a bachelor's degree (82%), demonstrating a relatively high educational background that may support competence in using electronic medical records (EMRs). In terms of profession, nurses constituted the largest group of respondents (43%), followed by doctors (36%) and pharmacy staff (21%), indicating that nurses were the primary users of EMRs in the hospital. Regarding work experience, most respondents had worked for less than one year (39%), suggesting that many employees were relatively new and had limited experience working at Cenka Hospital.

Validity Test

The validity test was conducted to evaluate the accuracy of the research instrument before distributing the questionnaire to respondents. The test involved 30 respondents and used Pearson Product Moment correlation analysis. The results indicated that all questionnaire items across the variables of perceived usefulness, perceived ease of use, attitude, and intention to use electronic medical records had correlation coefficients (r-count) greater than the r-table value of 0.361. The perceived usefulness and perceived ease of use variables each consisted of eight valid items, while the attitude and intention to use electronic medical records variables each consisted of nine valid items. Therefore, all statement items in the research instrument were declared valid and suitable for use in the study.

Realibility Test

Reliability testing is conducted to ensure that the research instrument used has a good level of internal consistency in measuring each construct. Reliability indicates the extent to which the items within a variable are able to produce stable and consistent results when measurements are repeated. In this study, reliability is assessed by examining the values of Cronbach's Alpha, rho_A, and Composite Reliability (CR). A construct is considered reliable if the values of Cronbach's Alpha and Composite Reliability are greater than 0.7 (Hair et al., 2022).

Tabel 1. Realibility Test.

Variable	Cronbacch's Alpha	Description
Perceived Usefulness	0,909	Reliabel
Perceived Ease of Use	0,926	Reliabel
Attitude	0,935	Reliabel
Intention to use	0,918	Reliabel

Source: Results of Primary Data Analysis, 2025

The table above shows that all variables in this study, namely perceived usefulness, perceived ease of use, attitude, and intention to use RME, are reliable, as the Cronbach's Alpha value is greater than the critical value of 0.70. This indicates that the measuring instrument used is reliable and provides stable and consistent measurement results.

Hypothesis Test

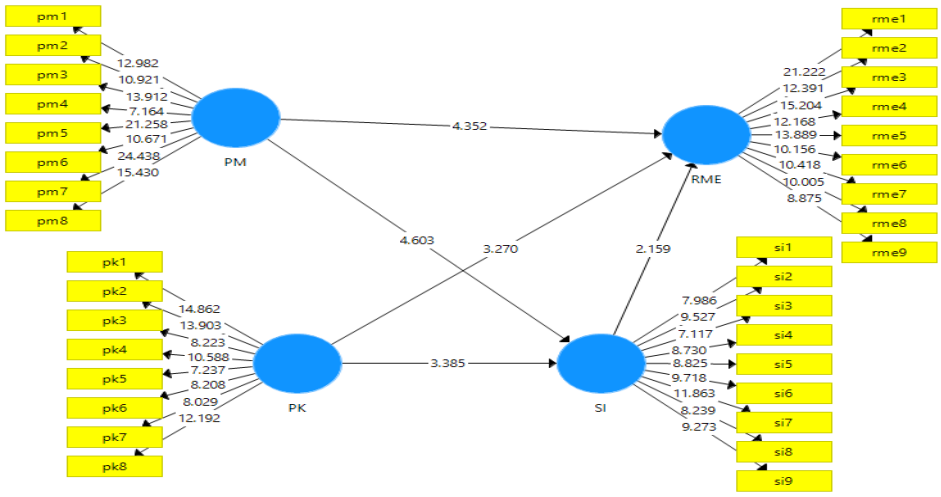


Figure 2. Bootstrapping model estimation results

Figure 2. shows that all valid items achieved T-statistic values ≥ 1.96, indicating that perceived usefulness, perceived ease of use, and attitude had significant effects on the intention to use electronic medical records (EMRs). Among these variables, attitude demonstrated the weakest direct effect compared with perceived usefulness and perceived ease of use. This condition was influenced by several infrastructural limitations within the hospital, particularly slow internet connectivity, which caused some staff to maintain negative attitudes despite generally positive perceptions toward EMR implementation. In addition, inadequate facilities and infrastructure, such as computers with insufficient specifications to support EMR software, also contributed to the weak influence of attitude on intention to use EMRs. According to Icek Ajzen (1991), these factors are categorized as perceived behavioral control. Healthcare workers are more likely to intend to use EMRs when adequate supporting facilities and infrastructure are available.

Simultaneus Test

Tabel 2. Simultaneous Effects Test Results

	R Square	R Square Adjusted
RME	0,499	0,476
SI	0,303	0,282

Based on the results above, the R Square value for the intention to use RME is 0.499, so it can be said that perceived usefulness, perceived ease of use, and attitude simultaneously influence the intention to use RME. The variables perceived usefulness, perceived ease of use, and attitude contribute 0.499 (49.9%) to the intention to use RME.

Partial Hypothesis

Tabel 3. Summary of Hypothesis Test Results

	r	p	Description
PM -> SI	0.425	0.000	H2 Accepted
PK -> SI	0.343	0.001	H3 Accepted
PM -> RME	0.447	0.000	H4 Accepted
PK-> RME	0.323	0.001	H5 Accepted

SI -> RME	0.226	0.031	H6 Accepted
PM -> SI -> RME	0.096	0.077	H7 Rejected
PK -> SI -> RME	0.078	0.101	H 8 Rejected

Source: Results of Primary Data Analysis

The hypothesis testing results demonstrated that perceived usefulness and perceived ease of use had significant positive effects on attitude and intention to use electronic medical records (EMRs). Perceived usefulness significantly influenced attitude ($p = 0.000$) and intention to use EMRs ($p = 0.000$), while perceived ease of use also significantly affected attitude ($p = 0.001$) and intention to use EMRs ($p = 0.001$). In addition, attitude showed a significant positive effect on intention to use EMRs with a significance value of 0.031 (<0.05). These findings indicate that healthcare workers are more likely to adopt EMRs when they perceive the system as useful, easy to operate, and capable of supporting their work activities effectively.

However, the mediating role of attitude was not supported in this study. The indirect effect of perceived usefulness on intention to use EMRs through attitude was not significant ($p = 0.077$), indicating that attitude did not mediate this relationship. Similarly, attitude failed to mediate the effect of perceived ease of use on intention to use EMRs, as shown by a significance value of 0.101 (>0.05). Therefore, although attitude directly influenced intention to use EMRs, perceived usefulness and perceived ease of use exerted stronger direct effects on behavioral intention without requiring mediation through attitude.

Discussion

The influence of perceived usefulness, perceived ease of use on the intention to use RME is mediated by attitude

The results of this study found that the perception of benefits, perception of ease, attitude together contribute to increasing the intention to use RME. This means that the perception of benefits, perception of ease and attitude play a role in increasing the intention to use RME at Cenka Cikarang Hospital.

Technology Acceptance Model explains a causal relationship between a belief and behavior, needs and users of an information system. TAM aims to explain and predict user acceptance of an information system. In the TAM model, the level of acceptance of the use of information technology is determined by five structures, namely, perception of benefits, perception of ease, attitude in using, behavior to continue using, and real conditions of system use (Davis et al., 2023).

Perceived usefulness is the level at which individuals believe that using a particular technology will improve performance, while perceived ease is the level at which individuals believe that using information technology is easy and does not require much effort from the user (Davis et al., 2023). Attitude is an individual's general feeling in the form of a positive feeling in the form of a real manifestation of the intention of feelings that pay attention to positive things and negative feelings in the form of a negative attitude, an individual's attitude determines the direction of his awareness of the stimuli that occur (Ajzen, 2005), and intention to use is a source of motivation that drives people to do what they want when they are free to choose, when they see that something will be profitable, they feel intentional, and this then brings satisfaction, when satisfaction decreases and intention decreases, and intention plays an important role in the lives of individuals and has a big impact on behavior and attitudes (Hurlock, 2001).

Based on the description above, it can be explained that when users of information technology assess that the use of information technology has benefits to support all their activities, and assess that the information technology is easy to use, then these things make them interested in maximizing its use in supporting all work activities related to information needs, but with the readiness in the form of a professional attitude, then with the perception of benefits and ease that they assess, it will increase their intention to use information technology to support their work activities. Several relevant studies conclude that attitudes will determine individual behavior and the direction of their intention to use (Lušňáková et al., 2022), attitude determines professionalism, thus determining the direction of success of electronic medical record implementation where users intend to use electronic medical records (Kalayou et al., 2021), professional attitude makes the perception of benefits of users more dominant in increasing the intention to use electronic medical records (Abed et al., 2022), In addition, the readiness of health workers as a form of professional attitude makes

the perceived ease of use of health workers more optimal in increasing the intention to use electronic medical records. (Wubante et al., 2023).

The influence of perceived usefulness on attitudes

Perceived benefits were found to have a positive effect on attitudes. The greater the perceived benefits felt by officers, the more positive their attitudes about electronic medical records.

Perceived usefulness is the level at which individuals believe that using a particular technology will improve performance, while perceived ease is the level at which individuals believe that using information technology is easy and does not require much effort from the user. (Davis et al., 2023). The perception of usefulness has the function of measuring the level of satisfaction or benefits felt by users through their experience of the technology they use, so that users can play a role in providing an assessment of the technology based on the satisfaction and experience they feel (Edwards, 2013). Attitude is an individual's general feeling in the form of a positive feeling in the form of a real manifestation of the intention of feelings that pay attention to positive things and negative feelings in the form of a negative attitude, an individual's attitude determines the direction of his awareness of the stimuli that occur (Ajzen, 2005).

Based on the description above, it can be concluded that the existence of user assessments that information technology can be useful to support their work activities more effectively and efficiently, as well as support the achievement of the organization's expected performance, then this assessment will make them ready to maximize the use of information technology as a form of their work professionalism. Several relevant studies conclude that the perception of benefits leads to a condition where users of electronic medical records are ready to maximize their function in a health service (Pavlovic et al., 2021), It is important to build a perception of the benefits of health workers as users of electronic medical records so that they act professionally in maximizing their use (Ahmed et al., 2023), Perception of benefits will determine the user's attitude (Alanazi et al., 2020), Perception of benefits shapes user attitudes in maximizing its function (Raddaha, 2018), and the creation of a positive perception about the benefits of RME will direct the attitude of users to believe that RME is more up to date in informing the patient's condition in an actual and accurate manner (Ncube et al., 2023).

The influence of perceived ease of use on attitudes

Perceived ease of use was found to have a positive effect on attitudes. The greater the perceived ease of use felt by officers, the more positive their attitudes toward electronic medical records.

Perceived ease of use is the degree to which individuals believe that using information technology is easy and does not require much effort from the user (Davis et al., 2023), and perceived ease of use is how much the new system is perceived to be easy to understand and use (Ahram & Falcão, 2021). If a system is relatively easy to use, individuals will be more willing to learn about its features and ultimately intend to continue using it (Grunwald, 2008). Attitude is an individual's general feeling in the form of a positive feeling in the form of a real manifestation of the intention of feelings that pay attention to positive things and negative feelings in the form of a negative attitude, an individual's attitude determines the direction of his awareness of the stimuli that occur (Ajzen, 2005), and attitude is a form of readiness to react to an object in a particular thought (Allport, 1954).

The description above concludes that when users assess the ease of using information technology, they will be willing to optimize the use of information technology to support their work as a form of readiness to accept information technology. Several relevant studies conclude that the perception of ease occurs when users consider that the use of information technology is easy for them to use and does not make it difficult (Buabeng-Andoh, 2018), Perception of ease determines user readiness as a form of attitude and acceptance of the implementation of electronic medical records (Walle et al., 2023), saat kemudahan tertanam di benak para users, then they will react to maximize the use of electronic medical records to help meet their needs for information (Alrasheeday et al., 2023), The perception of ease of use of RME will determine the attitude of health workers to maximize RME as a support for quality services (Williams et al., 2021), The attitude of health workers when implementing RME as information technology to support health services is very much determined by their perception of the ease of running the program (Ngugi et al., 2021), and when the convenience is felt by health workers, they will act professionally to maximize the use of EMR (AlMarzooqi et al., 2020).

The influence of perceived usefulness on the intention to use RME

Perceived benefits were found to have a positive effect on the intention to use EMR. The greater the perceived benefits felt by the officer, the greater the officer's intention to use electronic medical records.

Perceived usefulness is the degree to which an individual believes that using a particular technology will improve performance (Davis et al., 2023), Perceived usefulness is the subjective probability of a potential user using a particular application to facilitate the performance of his or her work (Bausch & Schwenker, 2009). The perception of usefulness has the function of measuring the level of satisfaction or benefits felt by users through their experience of the technology they use, so that users can play a role in providing an assessment of the technology based on the satisfaction and experience they feel (Edwards, 2013). The intention to use is a component within an individual that refers to the intention to carry out certain behavior, and an individual's intention towards behavior is formed by three main factors, namely subjective norms, objective norms and behavioral control (Ajzen, 2005), and the intention to use is a determination to carry out a certain activity or produce a certain condition in the future and the intention is formed through individual behavior which results in a continuous causal relationship between cognitive, behavioral and environmental factors (Bandura, 1997).

The description above concludes that when individuals view that the use of information technology has total benefits that can improve their performance according to organizational expectations, then this assessment makes them motivated to use information technology to support their work activities. Several relevant studies conclude that understanding the benefits will increase the user's intention to maximize the function of RME (Ayaad et al., 2019), and the perception of usefulness will direct health workers to maximize the implementation of RME as a means of supporting quality services (Aguirre et al., 2019), because by building a perception of usefulness that facilitates health service activities, the intention of health workers to use it can be stimulated (Upadhyay & Hu, 2022), and the perception of benefits forms the intention of increasing electronic medical record users (Alsyouf et al., 2023).

The influence of perceived ease of use on intention to use RME

Perceived ease of use was found to have a positive effect on the intention to use EMR. The greater the perceived ease of use felt by the officer, the greater the officer's intention to use electronic medical records.

Perceived ease of use is the degree to which individuals believe that using information technology is easy and does not require much effort from the user (Davis et al., 2023), and perceived ease of use is how much the new system is perceived to be easy to understand and use (Ahram & Falcão, 2021). If a system is relatively easy to use, individuals will be more willing to learn about its features and ultimately intend to continue using it (Grunwald, 2008). The intention to use is a component within an individual that refers to the intention to carry out certain behavior, and an individual's intention towards behavior is formed by three main factors, namely subjective norms, objective norms and behavioral control (Ajzen, 2005), and the intention to use is a determination to carry out a certain activity or produce a certain condition in the future and the intention is formed through individual behavior which results in a continuous causal relationship between cognitive, behavioral and environmental factors (Bandura, 1997).

The above description concludes that when individuals assess the ease of using information technology, they think that without having to make a lot of effort, they can maximize its use, so that they are motivated to use the information technology to support their activities related to information needs. Several relevant studies conclude that the perception of the ease of electronic medical records increases the intention of users to use its functions (Faida et al., 2022), because the perception of convenience will direct the intention of health workers to use electronic medical records (Raddaha, 2018). When RME is seen as being easy to operate, then health workers will professionally determine their intention to use RME (Moukoumbi Lipenguet et al., 2022), Creating a perception of convenience will further encourage health workers to support the implementation of RME (Abdekhoda et al., 2019), because by creating a perception of ease, it will build the self-confidence of health workers, so that their intention to optimize the use of EMR can increase (Ramoo et al., 2022).

The influence of attitude on intention to use RME

Attitude was found to have a positive effect on the intention to use EMR. The more positive the attitude of the officer in viewing electronic medical records, the greater the officer's intention to use the electronic medical records.

Attitude is an individual's general feeling in the form of a positive feeling in the form of a real manifestation of the intention of feelings that pay attention to positive things and negative feelings in the form of a negative attitude, an individual's attitude determines the

direction of his awareness of the stimuli that occur (Ajzen, 2005), and attitude is a form of readiness to react to an object in a particular thought (Allport, 1954). The intention to use is a component within an individual that refers to the intention to carry out certain behavior, and an individual's intention towards behavior is formed by three main factors, namely subjective norms, objective norms and behavioral control (Ajzen, 2005), and the intention to use is a determination to carry out a certain activity or produce a certain condition in the future and the intention is formed through individual behavior which results in a continuous causal relationship between cognitive, behavioral and environmental factors (Bandura, 1997).

The description above concludes that with a professional attitude, individuals reflect their readiness to accept the implementation of information technology applied by management in supporting all their activities related to the need for information, so that this readiness increases their intentions, where they will try to maximize the use of information technology to support their needs for accurate information. Several relevant studies conclude that attitudes will determine individual behavior and the direction of their intentions to use (Lušňáková et al., 2022), attitude determines professionalism, thus determining the direction of success of electronic medical record implementation where users intend to use electronic medical records (Kalayou et al., 2021), Health workers' attitudes influence the intention to use electronic medical records (Zin et al., 2023), because attitude is a form of readiness to react to an object in a particular thought (Abdool et al., 2021).

5. Comparison

This study has similarities with the research conducted by Tubaishat (2018), which found that perceived usefulness and perceived ease of use significantly influence the intention to use electronic medical records (EMR). Both studies applied a quantitative approach based on the Technology Acceptance Model (TAM) to explain healthcare professionals' acceptance of health information technology. Healthcare workers' attitudes play an important role in shaping their intention to use Electronic Medical Record (EMR) systems. Positive attitudes toward EMRs encourage greater willingness to adopt and utilize the technology in daily healthcare activities. Furthermore, when users perceive that EMR systems are beneficial and easy to use, they tend to develop more favorable attitudes and stronger intentions to continue using the system. Perceptions of usefulness contribute to users' confidence that EMRs can improve work performance, service efficiency, and patient care quality, thereby fostering a more positive acceptance of EMR implementation in healthcare settings.

However, this study also differs from previous studies in several aspects. The research by Tubaishat (2018) did not include attitude as an intervening variable, whereas this study examined the mediating role of attitude between perceived usefulness, perceived ease of use, and intention to use EMR. Furthermore, most previous studies focused only on nurses as respondents, while this study involved doctors, nurses, and pharmacy staff, providing a broader perspective on EMR acceptance within hospitals. This study also found that attitude did not mediate the relationship between perceived usefulness, perceived ease of use, and intention to use EMR, indicating that perceived usefulness and ease of use can directly increase users' intention to adopt the system. This finding represents the novelty of the study, suggesting that technical and functional aspects of the system are more dominant than psychological factors in encouraging EMR utilization at Cenka Cikarang Hospital.

6. Conclusions

The study found that perceived benefits and perceived ease of use positively influence the intention to use electronic medical records (EMR), both directly and through users' attitudes. Officers who perceive EMR as useful and easy to use tend to develop more positive attitudes and stronger intentions to utilize the system in their daily work. However, attitude was not proven to mediate the relationship between perceived benefits, perceived ease of use, and intention to use EMR. This indicates that officers' perceptions of usefulness and convenience are sufficient to directly encourage EMR utilization without depending on attitude as an intermediary factor. In addition, attitude itself was found to positively affect the intention to use EMR, meaning that officers with more positive views toward EMR are more likely to consistently use the system. These findings support the Technology Acceptance Model (TAM) developed by Fred Davis, which explains that technology acceptance is influenced primarily by perceived usefulness and perceived ease of use.

The results also showed that the lowest dimension of perceived usefulness was effectiveness, particularly regarding the belief that EMR could reduce errors in patient care. This occurred because some officers lacked sufficient skills in operating the EMR system.

Meanwhile, the highest dimension was productivity, indicating that EMR was perceived to improve work efficiency. For perceived ease of use, the lowest dimension was becoming skilled, while the highest was ease of understanding. These findings suggest that although officers generally understand the EMR system, technical competence and system mastery still need improvement. Therefore, hospitals should strengthen continuous training programs, improve internet connectivity, provide adequate computer infrastructure, and optimize software usability to increase staff confidence and maximize the successful implementation of EMR systems in healthcare services. services.

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