Analysis Of Factors Affecting The Acceptance Of Hospital Information System Using Utaut Method In Budi Kemuliaan Hospital Batam Year 2021

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Abstract
The acceptance of the hospital information system using the UTAUT method at the Budi Kemuliaan Hospital Batam in 2021 is still a complaint and the computer-based SIMRS is not running optimally. The acceptance of the hospital information system using the UTAUT method is related to individual characteristics, performance expectations, business expectations, social and facilities. This study aims to determine the effect of receiving hospital information systems with the UTAUT method at Budi Kemuliaan Hospital Batam. This type of quantitative research with correlational techniques. The population in this study were users of the SIMRS application at Budi Kemuliaan Hospital Batam and a sample of 120 people. The collection of data with primary and secondary data and the data were analyzed by Multiple Regression test. The results showed a positive and significant influence between Hospital Information System Acceptance (individual characteristics, performance expectations/performance expectations, business expectations/business expectations, social influences/social influences, and facilitating conditions/facilitating conditions) on usage behavior/behavior. implementing SIMRS with the UTAUT method at Budi Kemuliaan Hospital Batam and it is recommended that the implementation of SIMRS then need to pay attention to the ease of users in using SIMRS and developers from SIMRS and the hospital need to work together in developing to create a SIMRS with business processes and needs the one in the hospital.

Keywords: Reception, Information System, UTAUT Method

I. INTRODUCTION

Hospitals as one of the facilities that provide health services are currently facing increasingly fierce competition so hospitals must continue to strive to improve the quality of services offered to the community. Hospital competition conditions have a positive impact, namely providing more choices for the community. Efforts to improve service quality are one of the efforts to improve the efficiency and effectiveness of organizational management as well as efforts to satisfy the needs of the community. These efforts were carried out in all fields including the procurement of the Hospital Management Information System (SIMRS) (Putra & Vadriasmi, 2020).A hospital information system (SIMRS) can be characterized by its function through the information and types of services offered. To support patient care and administration (Setyawan, 2016). The Hospital Management Information System as a supporter of management activities is a formal method that can provide information to management in an accurate, timely manner, as well as automate various administrative processes needed for planning, controlling, and decision-making processes as well as operational functions effectively. The Ministry of Health of the Republic of Indonesia (2013) has issued Regulation of the Minister of Health No. 82 of 2013 concerning Hospital Management Information System which requires every hospital to manage SIMRS. Budi Kemuliaan Hospital Batam has been trying to implement computer-based SIMRS in each of its service units since April 20, 2018, but it has not been optimal (Kementerian Kesehatan Republik Indonesia, 2013).

UTAUT is a theory-based model developed by Vakantesh, et al. in 2003. This model describes the factors that influence individual acceptance of Information Technology (IT). UTAUT was developed through studies conducted on eight models/theories of acceptance/adoption of technology that were widely used in previous Information Systems research. four main types of UTAUT extensions: novel exogenous mechanisms, novel endogenous mechanisms, novel moderating mechanisms, and novel outcome mechanisms. The new exogenous mechanism refers to the impact of external predictors on four exogenous variables in UTAUT (i.e., performance expectations, effort expectations, social influences, and facilitating

conditions) (Venkatesh, 2016).The results of unstructured interviews indicate that initially, employees, as users have not fully used the application for various technical reasons, including SIMRS, which has not been fully integrated so there are problems in the smooth running of services in outpatient, emergency, and inpatient and supporting units. It often happens that employees at the cashier unit have not been able to carry out SIMRS because the data input time from the inpatient and supporting rooms is not right. Employees in the pharmacy unit experienced problems in calculating drug stock and not running electronic prescriptions and other reasons. Gradually some shortcomings have been overcome and technically the information system has improved, but there are still complaints that the computer-based SIMRS is not running optimally by the leadership of the Budi Kemuliaan Batam hospital organization so in this study research will be conducted on the analysis of factors that affect the acceptance of hospital information systems with UTAUT method at Budi Kemuliaan Hospital Batam.

II. LITERATURE REVIEW

2.2. Information Technology Acceptance

The success of the acceptance of new technology is partly determined by the human factor as the most decisive thing in the success or failure of the application/adoption of the technology. There is no guarantee that technological progress will always be followed by success in the adoption of these innovations. There have been many studies conducted to examine the behavioral aspects of innovation users in relation to information technology (Kelibay et al., 2020).

2.3. UTAUT Models (Unified Theory of Acceptance and Use of Technology)

The Unified Theory of Acceptance and Use of Technology (UTAUT) is one of the latest technology acceptance models developed by Venkatesh stating that UTAUT synthesizes elements from eight leading technology acceptance models to obtain a unified view of user acceptance. In the UTAUT model, there are four constructs/variables that are significant direct determinants of the behavior of acceptance and use of technology. The four variables are performance expectancy (the belief that individuals have that their performance will be better when using technology), effort expectancy (expectations of ease of use of technology), social influence (the influence of others to use technology), and facilitating conditions (support facilities/infrastructure owned by individuals to use technology).

2.4. UTAUT Model Variables

2.4.1. Individual Characteristics

According to Ribhan (2008: 92), individual characteristics include age, gender, level of education, and the marital status during service in the organization. According to Thoha, individual characteristics can be seen from expertise, education, and work experience.

2.4.2. Performance Expectancy

Venkatesh defines performance expectancy as the degree to which a person believes that using the system will help that person to obtain performance benefits on the job. In this concept, there is a combination of variables obtained from previous research models regarding the acceptance and use of technology models. The variables are (a) perceived usefulness, (b) extrinsic motivation, (c) job fit, (d) relative advantage, and (e) outcome expectations.

2.4.3. Effort Expectancy

Effort expectations are defined as the level of convenience associated with the use of technology systems that will reduce the effort (energy and time) of individuals in carrying out their work. The important constructs used in developing the scale of UTAUT in the business expectation questionnaire were perceived ease of use, complexity, and ease of use.

2.4.4. Social Influence

Social influence is defined as the degree to which an individual perceives that others convince him that he should use the new system. The variables consist of subjective norms, social factors, and image.

2.4.5. Facilitating Conditions

The conditions that facilitate the use of information technology are the degree to which a person believes that there is an organizational and technical infrastructure to support the use of the system. The variables are perceived behavioral control, facilitating conditions, and compatibility.

2.4.6. Behavioral Intention

Behavioral intention is defined as the level of desire or intention of users to use the system continuously with the assumption that they have access to information. A person will be interested in using a new information technology if the user believes that using the information technology will improve their performance, using information technology can be done easily, and the user gets the influence of the surrounding environment in using the information technology.

2.4.7. Use Behavior

Usage behavior is defined as the intensity and or frequency of users in using information technology. The behavior of using information technology is very dependent on the user's evaluation of the system. Information technology will be used if the information technology user is interested in using the information technology because of the belief that using the information technology can improve their performance, using information technology can be done easily, and the influence of the surrounding environment in using the information technology.

2.5. Hospital Management Information System

The definition of a management information system according to Kertahadi et al. (2011) is a collection of elements that are related to each other to form a unit whose main function is to process data into information so that it is more efficient for management in managing the organization effectively and efficiently. Meanwhile, according to Sutabri (2014), management information systems are part of the internal control of a business which includes the use of humans, documents, technology, and procedures by management accounting to solve business problems such as product costs, services, or business strategies.

III.   METHODS

3.1. Research Methods

This research uses quantitative research. This quantitative research consists of 2 categories, namely correlational and causal. Researchers chose the type of quantitative research with causal techniques to determine the strength of the factors that influence the acceptance of hospital information systems using the UTAUT method at Budi Kemuliaan Hospital Batam. And the observation is done by analytical observation. Observational research is observing or measuring various research subject variables according to natural conditions, without trying to manipulate or intervene. The research design used is a cross-sectional study because the researcher makes observations at a certain time.Location The research was conducted at Budi Kemuliaan Hospital Batam. The time of study was carried out from December 2021-April 2022. The population in this study was 110 users of the SIMRS application at Budi Kemuliaan Hospital Batam.The sampling technique used in this research is the random sampling method for the population, namely all computer-based SIMRS users at Budi Kemuliaan Hospital Batam. To measure the sample needed in the study, the Slovin formula is used, with d of 10% which is the percent allowance for inaccuracy due to tolerable sampling errors, the formula is as follows:

$$n = \frac{N}{Nxd^2 + 1}$$

Information:
   n   = Overall Sample Size
   N   = Population Size
   d   = Precision (set to 10%)

Based on the formula above, the sample that should be studied in this study needed 110, but the researchers managed to get 120 respondents.

3.2. Data Type

Primary data in this study were obtained by questionnaires through interviews with respondents. Secondary data is data obtained at the research site. The data are in the form of available health service facilities, the number of personnel, and the implementation of Information System services in the Hospital. Tertiary data is obtained from sources that do not directly provide data to data collectors, in this case, data is obtained from various articles, journals, and theories from several studies. The data obtained were analyzed in two ways, namely, descriptive and inferential analysis. Descriptive analysis is used in the form of 1) data presentation including distribution lists and histograms; 2) central measures include mean, median, and mode; 3) the size of the spread includes the variance and standard deviation. This study uses a questionnaire as an instrument in collecting data from respondents because the data collection method in this study is a survey.

3.3. Validity Test

The validity test in this study uses item analysis, which is to correlate the score of each item with the total score which is the sum of each item's score. Validity testing can be used with Pearson's Product Moment Correlation method. This validity test is obtained by correlating the item score (questionnaire) with the total score which is the sum of each item score. The decision criteria for whether the questionnaire is valid or not is stated if the r value obtained from the calculation of r_{count}product moment > from the value of r_{table}product moment with a significant level of 5% then the items of the questionnaire statement are valid.

3.3.2. Reliability Test

Reliability test or consistency test of a question item by comparing the Cronbach's alpha value or confidence level (coefficient of confidence = CC) with the following conditions, if CC < Cronbach's alpha, it is stated that the question item is reliable (consistent), if CC > Cronbach's alpha, it is stated that the question item is not reliable (inconsistent) (Sunyoto, 2012).

3.3.3. Multivariate Test

A multivariate test was conducted to determine the relationship of more than one independent variable with one dependent variable. In this study, the multivariate test was carried out using multiple logistic regression because the dependent variable was categorical data.

3.5. Data Analysis Method

The analysis used in this research is a Bivariate analysis looking for the relationship between the independent variable and the dependent variable. The data that has been collected is then analyzed. The analysis is directed to answer the formulation of the problem and the proposed hypothesis. In quantitative research, data analysis uses statistics. The results of the analysis are then presented and discussed. The discussion of the research results is an in-depth explanation and interpretation of the data that has been presented.

IV. ANALYZE AND RESULT

4.1. Budi Kemuliaan Hospital Batam City Profile

The brief history of Budi Kemuliaan Hospital stems from the thought of Mrs. Sri Soedarsono D, to help improve people's lives, especially the health of mothers and children on the island of Batam. So that noble intention was realized, with the establishment of the Batam Maternity Home and the Budi Kemuliaan Medical Center which was inaugurated by the Minister of Health of the Republic of Indonesia on October 8, 1984. On October 8, 1993, coinciding with the IX anniversary, the Maternity Home and Medical Center developed themselves became the Budi Kemuliaan Batam Hospital.

4.2. Respondent's Profile
4.2.1. Respondent's Educational Background Data

This research involves staff and employees who work at Budi Kemuliaan Hospital, Batam City. The selection of respondents was based on random (random samples) in a population of 120 people who had been determined at the Budi Kemuliaan Hospital, Batam City. Based on Table 1, it turns out that the educational background that dominates is Diploma 62 people (51%), followed by S1 38 people (32%), and followed by

other educational backgrounds by 19 people, while S2/Specialist 1 person (1%) and S3/Doctoral 0 people (0%).

Table 1. Respondent's Educational Background Percentage

Education	Frequency	Percentage (%)
Diploma	62	51
Bachelor	38	32
Master	1	1
Doctorate	0	0
Others	19	16
Total	120	100

4.2.2. Respondent's Gender Data

Based on the gender of the respondents, women have more roles than men to provide answers to this research. Judging from the results shows that there are 88 female respondents (73%) and only 32 (27%) male respondents, as shown in Table 2.

Table 2. Respondent's Gender Percentage

Gender	Frequency	Percentage (%)
Male	32	73
Female	88	27
Total	120	100

4.2.3. Respondent's Age Data

Based on the age of the staff and employees who were successfully included in this study, none of them were under the age of 20 years. This is because the respondents are respondents who understand and understand answering the questions of the research questionnaire. Table 3 shows the age of respondents, namely over 20-30 years 75 people (73%), following over the age of 31-55 years 45 people (27%).

Table 3. Respondent's Age Percentage

Marriage Status	Frequency	Percentage (%)
20-30 years	75	73
31-55 years	45	27
Total	120	100

4.2.4. Respondent's Position Data

Based on the position of staff and employees, respondents who were successfully included in this study were respondents who understood and understood in answering the questions of the research questionnaire. Table 4 shows the age of the respondents, namely above Nurse 69 people (58%), Staff 26 people (22%), Pharmacist assistant 7 people (6%), Administration 6 people (5%), Analyst 5 people (4%), Midwives 4 people (3%), and Radiographers 3 people (2%).

Table 4. Respondent's Position Percentage

Last Education	Frequency	Percentage (%)
Nurse	69	58
Staff	26	22
Pharmacist Assistant	7	6
Administration	6	5
Analyst	5	4
Midwife	4	3
Radiographer	3	2
Total	120	100

4.3. Data Quality Test Results

4.3.1. Data Validity Test Results

From a total of 24 questions in the questionnaire, 2 questions were invalid, namely questions Q_8 and Q_{15} because the value of $r_{count} < r_{table}$, so the three questions were excluded from the data tabulation.

Therefore there are 22 questions that are declared valid because the value of $r_{count\ product\ moment} > r_{table\ product\ moment}$, then the data can be used to conduct research, as shown in Table 5 as follows:

Table 5. Questionnaire Validity Test Results

Variable	Questions	$R_{calculation}$	r_{table}	Information
X_1	Q1	0,795	0,3	Valid
	Q2	0,886	0,3	Valid
	Q3	0,826	0,3	Valid
	Q4	0,764	0,3	Valid
X_2	Q5	0,450	0,3	Valid
	Q6	0,768	0,3	Valid
	Q7	0,802	0,3	Valid
X_3	Q9	0,838	0,3	Valid
	Q10	0,888	0,3	Valid
	Q11	0,638	0,3	Valid
X_4	Q12	0,717	0,3	Valid
	Q13	0,840	0,3	Valid
	Q14	0,649	0,3	Valid
X_5	Q16	0,760	0,3	Valid
	Q17	0,794	0,3	Valid
	Q18	0,406	0,3	Valid
	Q19	0,468	0,3	Valid
Y	Q20	0,441	0,3	Valid
	Q21	0,514	0,3	Valid
	Q22	0,541	0,3	Valid
	Q23	0,730	0,3	Valid
	Q24	0,434	0,3	Valid

4.3.2. Data Reliability Test Results

Based on the results of testing on 24 questions that were carried out on all variables in a reliable questionnaire the standard Cronbach Alpha used was > 0.6, (Ghozali, 2019), which is shown in table 6 as follows:

Table 6. Data Reliability Test Results

Variable	Cronbach's Alpha	r_{table}	Information
X_1	0,920	0,6	Reliable
X_2	0,812	0,6	Reliable
X_3	0,889	0,6	Reliable
X_4	0,858	0,6	Reliable
X_5	0,786	0,6	Reliable
Y	0,758	0,6	Reliable

4.3.3. Multivariate Test Results

Multivariate tests, namely individual characteristics (p = 0.002) and performance expectancy (p = 0.020) are related to the behavior of implementing SIMRS. Then look for the most dominant risk factors causing individual characteristics. In this model, all candidate variables are tested together. Then, a multivariate analysis was performed using multiple logistic regression tests that included all variables. The results of the logistic regression test are as follows:

Table 7. Regression Test Results

| No	Cronbach's Alpha	OR	P
1.	Individual Characteristics	1,661	0,002
2.	Performance Expectancy	2,638	0,026
3.	Effort Expectancy	0,072	0,004

The results of the table above are the final results of the multivariate analysis of multiple logistic regression tests because individual characteristics and performance expectancy have p < 0.05, so these two variables are not excluded from the model and both are factors that affect the acceptance of hospital information systems with UTAUT method at Budi Kemuliaan Hospital Batam. From the results of the

regression test, the equation Y = 0.072 + 1.661 (individual characteristics) + 2.638 (performance expectancy) The largest OR value obtained is 2.638, meaning that respondents who have performance expectancy have 2.638 times the chance of causing individual characteristics compared to respondents which have different individual characteristics. Meanwhile, respondents who have individual characteristics have a 1.661 times chance of causing performance expectations compared to respondents who do not have individual characteristics. Taken together, individual characteristics and performance expectancy have a significant relationship with the acceptance of hospital information systems using the UTAUT method (p-value = 0.004).

4.3. Normality Test

In this study, the normality test used was plot graph analysis and the Kolmogorov-Smirnov test. In the first test of the variables X and Y with a total data of 120 respondents, the results were not normal. Where the data spreads away from the diagonal line, as shown in Figure 1 as follows:

Fig 1. Normality Test with Plot Graph (Test I)
Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Use Behavior SIMRS (Y)
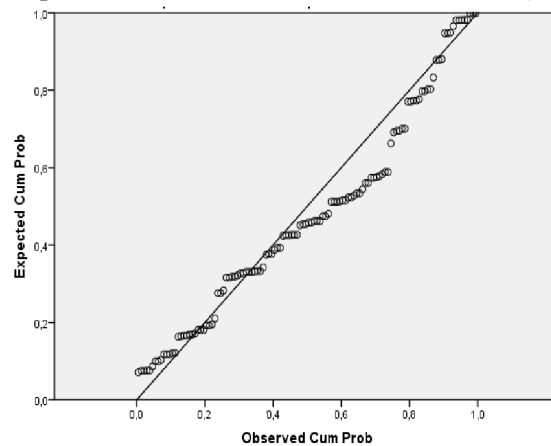
Meanwhile, the results of the normality test with the Kolmogorov-Smirnov test will be compared with the critical value. The basis for making decisions can be done based on probability (Asymptotic Significance), namely:

a. If the probability > 0.05 then the residual data is normally distributed
b. If the probability < 0.05 then the residual data is not normally distributed

Table 8. Kolmogorov-Smirnov Normality Test (Test I)
One-Sample Kolmogorov-Smirnov Test

|		Unstandardized Residual
N		120
Normal Parameters[a,b]	Mean	,0000000
	Std. Deviation	2,64249135
Most Extreme Differences	Absolute	,151
	Positive	,151
	Negative	-,067
Kolmogorov-Smirnov Z		1,657
Asymp. Sig. (2-tailed)		,008

a. Test distribution is Normal.

b. Calculated from data.

If seen from the Kolmogorov-Smirnov test in Table 8, the probability result is 0.008 <0.05, thus the residual data is not normally distributed. These results are consistent with testing using graphs.From the results of the normality test of the above research equations, both by using plot graph analysis and the Kolmogorov-Smirnov statistical test, the results obtained that the residual data are not normally distributed. So it is necessary to reduce data or expenditures (outliers) on data variables that have extreme values or have

very large variance deviations from the average so that the test results on data processing are valid. After identifying the sample data, 5 samples were obtained which had a large deviation value from the sample mean. The sample was removed from the data tabulation, so the number of samples tested was 120 samples.

The results of the normality test after the data outliers are carried out are shown in Figure 2 as follows:

Fig 2. Plot Graph Normality Test (Test II)
Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Use Behavior
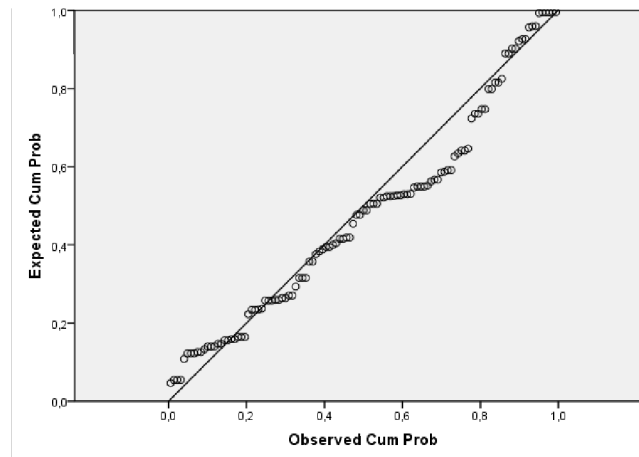
From the plot graph above, it can be seen that the data spread around the diagonal line and follows the direction of the diagonal line. This shows that the residual data is close to a normal distribution.

Table 9. Kolmogorov-Smirnov Normality Test (Test I)

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		115
Normal Parameters[a,b]	Mean	,0000000
	Std. Deviation	2,17379347
Most Extreme Differences	Absolute	,137
	Positive	,137
	Negative	-,074
Kolmogorov-Smirnov Z		1,471
Asymp. Sig. (2-tailed)		,066

a. Test distribution is Normal.

b. Calculated from data.

If seen from the Kolmogorov-Smirnov test in Table 9, the probability result is 0.066> 0.05, thus the residual data is normally distributed. These results are consistent with tests using graphs.

4.4. Autocorrelation Test

To test the presence or absence of autocorrelation, from the residual data, the Durbin-Watson (D-W) statistical value was first calculated. From the results of data processing using SPSS version 21.0 obtained the Durbin-Watson (D-W) value of 1.956 which is shown in Table 10 as follows:

Table 10. Durbin-Watson Autocorrelation Test

Model Summary[b]

Model		R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
dimension0	1	,669[a]	,447	,422	2,223092	1,956

a. Predictors: (Constant), Facilitating Conditions X5, Individual Characteristics X1, Effort Expectancy X3, Performance Expectancy X2, Social Influence X4

b. Dependent Variable: Use Behavior SIMRS UTAUT Method (Y)

This value will be compared with the d value from the Durbin-Watson table, with the number of independent variables (k) = 5 and the amount of data (n) = 120 and at the signification level = 5%, the value d_L = 1.571 and the value d_U = 1.780. The D-W value of 1,956 is in d_U and 4-d_U (1,780 < 1,956 < 2,220), so it can be concluded that there is no autocorrelation in the data.

4.5. Multicollinearity Test

The multicollinearity test is used to show whether there is a linear relationship between the independent variables in the regression model. One way to find out whether there is multicollinearity in a regression model is to look at the tolerance value and VIF (Variance Inflation Factor). The results of the multicollinearity test are shown in Table 11 as follows:

Table 11. Multicollinearity Test

Coefficients[a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	3,860	,916		4,213	,000		
Individual Characteristics X_1	,373	,092	,399	4,050	,000	,522	1,915
Performance Expectancy X_2	,363	,121	,282	2,998	,003	,574	1,741
Effort Expectancy X_3	,021	,122	,017	,174	,862	,515	1,943
Social Influence X_4	,131	,139	,103	,945	,347	,427	2,342
Facilitating Conditions X_5	,036	,075	,035	,483	,630	,980	1,020

a. Dependent Variable: Use Behavior/Perilaku Menerapkan SIMRS (Y)

From Table 11 it is known that the Tolerance value of the five variables X_1=0,522, X_2=0,574, X_3=0,515, X_4=0,427 dan X_5=0,980 each greater than 0,10 (>0,10). Likewise with the VIF value of each variable X_1=1,915, X_2=1,741, X_3=1,943, X_4=2,342, dan X_5=1,020 each less than 10 (<10). These results indicate that there is no multicollinearity between the independent variables.

4.5. Heteroscedasticity Test

In this study, the heteroscedasticity test used was the plot graph method as shown in Figure 3 as follows:

Fig 3. Heteroscedasticity Test

Scatterplot

Dependent Variable: Use Behavior SIMRS: Y
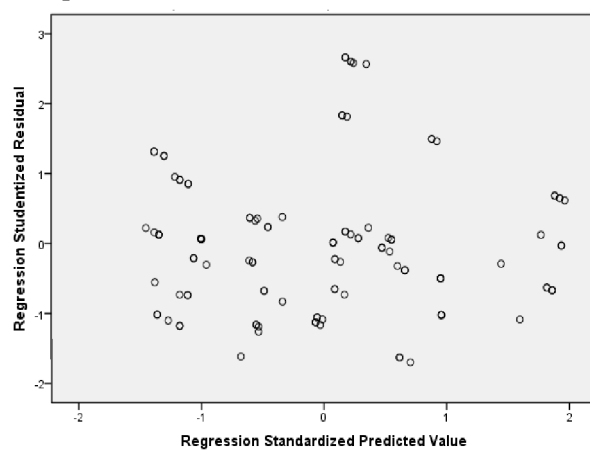
From Figure 3 above, it can be seen that the points spread above the number 0 on the Y-axis and there is no clear pattern of the spread of these points, so it can be concluded that there is no heteroscedasticity.

4.6. Effect Test

4.6.1. Multiple Linear Regression Analysis Results

In this study, the analysis used is Multiple Linear Regression Analysis with the effect test used is the F-test and t-test. Based on the research data collected for both the independent variable (X) and the dependent variable (Y) which were processed using the SPSS version 21.0 program, the results of the multiple linear regression calculations were obtained as shown in Table 12 as follows:

Table 12. Multiple Regression Analysis Results

Coefficients[a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	3,860	,916		4,213	,000
Individual Characteristics X_1	,373	,092	,399	4,050	,000
Performance Expectancy X_2	,363	,121	,282	2,998	,003
Effort Expectancy X_3	,021	,122	,017	,174	,862
Social Influence X_4	,131	,139	,103	,945	,347
Facilitating Conditions X_5	,036	,075	,035	,483	,630

a. Dependent Variable: Use Behavior SIMRS (Y)

Based on Table 12 above, the following multiple linear regression equation is obtained:

$$Y= 3,860 + 0,373X1+ 0,363X2+ 0,021X3 + 0,131X4+ 0,036X5 +0,916$$

4.6.2. Multiple Linear Regression Analysis Results

The coefficient of determination is used to determine the ability of the independent variable (X) in explaining the dependent variable (Y). The magnitude of the coefficient of determination can be seen in the value of $R2$ and is expressed as a percentage. The results of the coefficient of determination can be seen in Table 13 below:

Table 13. Coefficient of Determination

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
dimension0 1	,669[a]	,447	,422	2,223092	1,956

a. Predictors: (Constant), Facilitating Conditions X_5, Individual Characteristics X_1, Effort Expectancy X_3, Performance Expectancy X_2, Social Influence X_4

b. Dependent Variable: Use Behavior SIMRS: Y

From Table 13 above, the R^2 value is 0.447, which means that the Hospital Information System Acceptance variable is presented in the dimensions of Individual Characteristics. (X_1), Performance Expectancy (X_2), Effort Expectancy (X_3), Social Influence (X_4) dan Facilitating Conditions (X_5) can explain or have an influence on the Use Behavior of SIMRS (Y) by 44.7%, while the remaining 55.3% is explained by other factors or variables outside the five variables above.

4.6.2. Multiple Linear Regression Analysis Results

In this study, hypothesis testing was carried out using the F test (simultaneous) and the t-test (partial). The F test and t-tests were used to determine whether the independent variable had a significant effect on the dependent variable. The test is carried out using a significance level of =5%.

4.6. F Test (Overall Test)

The results of the F test can be seen in Table 14 as follows::

Table 14. F Test Results (Simultaneous)

	ANOVA^b					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	435,624	5	87,125	17,629	,000^a
Residual	538,693	109	4,942		
Total	974,317	114			

a. Predictors: (Constant), Facilitating Conditions X5, Individual Characteristics X1, Effort Expectancy X3, Performance Expectancy X2, Social Influence X4

b. Dependent Variable: Use Behavior SIMRS: Y

Based on the regression results from table 3.15 above, it shows that the F_{count} value is 17.629, while the F_{table} value with df=109 and k=5 with =5% is 2.31. This means that $F_{count} > F_{table}$ (17.629>2,32) so that Ho is rejected, Ha is accepted. So it can be concluded that Hospital Information System Acceptance (Individual Characteristics, Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions/Facilitating Conditions) on Use Behavior SIMRS.

4.6. t-test (Partial Test)

The results of the t-test (partial) can be seen in Table 15 as follows:

Table 15. t-test (Partial)

	Coefficients^a				
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	3,860	,916		4,213	,000
Individual Characteristics X_1	,373	,092	,399	4,050	,000
Performance Expectancy X_2	,363	,121	,282	2,998	,003
Effort Expectancy X_3	,021	,122	,017	,174	,862
Social Influence X_4	,131	,139	,103	,945	,347
Facilitating Conditions X_5	,036	,075	,035	,483	,630

a. Dependent Variable: Use Behavior SIMRS (Y)

V.   CONCLUSION

The conclusion of this study are as follows:

1.   There is a positive and significant influence of Hospital Information System Acceptance (Individual Characteristics, Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions) on Use Behavior SIMRS By The UTAUT method at Budi Kemuliaan Hospital Batam in 2021, this can be marked by: Acceptance of the Hospital Information System which consists of the dimensions of Individual Characteristics, Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions can be seen: That the F_{count} value is 17.629, while the F_{table} value with df=109 and k=5 with =5% is 2.31. This means that $F_{count} > F_{table}$ (17.629>2,32) so that Ho is rejected, Ha is accepted.

2.   Hospital Information System Acceptance which consists of the dimensions of Individual Characteristics, Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions together have a significant effect on Use Behavior SIMRS with UTAUT Method at

Budi Kemuliaan Hospital Batam in 2021. Thus, Use Behavior SIMRS with the UTAUT Method at Budi Kemuliaan Hospital Batam has a major influence on Information System Acceptance at Budi Kemuliaan Hospital Batam.

3. there is a positive influence on Hospital Information System Acceptance and simultaneously a significant effect on the application of the UTAUT method at Budi Kemuliaan Hospital Batam, which can be seen from the coefficient of determination in table 3.14 with an R2 value of 0.447 which means that the Acceptance variable The Hospital Information System which consists of the dimensions of Individual Characteristics, Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions can explain or have an influence on Use Behavior SIMRS with the UTAUT Method (Y) of 44.7%, while the remaining 55.3% is explained by other factors or variables outside the five variables above.

4. there is a positive and significant influence between Hospital Information System Acceptance (Individual Characteristics, Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions) on Use Behavior SIMRS Using the UTAUT Method at Budi Kemuliaan Hospital Batam in 2021.

5. the Individual Characteristics variable is the most influential factor in this study.

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