

EVALUASI PENERIMAAN APLIKASI *HARDJO MOBILE* DENGAN METODE *TECHNOLOGY ACCEPTANCE MODEL* (TAM) DI RSPAU dr. S. HARDJOLUKITO

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ABSTRAK

Latar Belakang: Perkembangan teknologi informasi di bidang kesehatan mendorong pemanfaatan aplikasi *mobile health* (*m-Health*) untuk meningkatkan akses, efisiensi, dan kualitas pelayanan kesehatan. Keberhasilan implementasi aplikasi *m-Health* dipengaruhi oleh tingkat penerimaan pengguna terhadap teknologi yang digunakan. Salah satu metode yang digunakan untuk mengevaluasi penerimaan teknologi adalah *Technology Acceptance Model* (TAM) yang terdiri atas lima aspek, yaitu *Perceived Ease of Use*, *Perceived Usefulness*, *Attitude Toward Using*, *Behavioral Intention to Use*, dan *Actual Use*. Sebagai bentuk transformasi digital pelayanan kesehatan, RSPAU dr. S. Hardjolukito mengembangkan aplikasi *Hardjo Mobile* yang menyediakan layanan seperti pendaftaran *online*, akses hasil pemeriksaan, dan riwayat pengobatan. Namun, aplikasi *Hardjo Mobile* belum pernah dievaluasi terkait penerimaan pengguna.

Tujuan: Mengevaluasi penerimaan aplikasi *Hardjo Mobile* menggunakan metode *Technology Acceptance Model* (TAM) di RSPAU dr. S. Hardjolukito.

Metode: Penelitian ini menggunakan desain deskriptif kuantitatif dengan pendekatan *cross-sectional*. Sampel penelitian berjumlah 100 pengguna aplikasi *Hardjo Mobile* yang dipilih menggunakan teknik *accidental sampling*. Pengumpulan data dilakukan menggunakan kuesioner.

Hasil: Seluruh aspek TAM berada pada kategori menerima. Nilai rata-rata tertinggi terdapat pada aspek *Perceived Ease of Use* sebesar 11,23, diikuti *Attitude Toward Using* dan *Behavioral Intention to Use* masing-masing sebesar 11,04, *Perceived Usefulness* sebesar 10,92, serta *Actual Use* sebesar 10,91.

Kesimpulan: Aplikasi *Hardjo Mobile* diterima oleh pengguna berdasarkan seluruh aspek TAM. Namun, diperlukan optimalisasi melalui peningkatan performa sistem, stabilitas akses, dan edukasi penggunaan aplikasi agar pemanfaatannya lebih optimal.

Kata Kunci: *Technology Acceptance Model* (TAM), *Hardjo Mobile*, *mobile health*, penerimaan teknologi, aplikasi kesehatan digital.

***EVALUATION OF THE HARDJO MOBILE APPLICATION ACCEPTANCE
USING THE TECHNOLOGY ACCEPTANCE MODEL (TAM) METHOD AT
RSPAU dr. S. HARDJOLUKITO***

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ABSTRACT

Background: The development of information technology in the health sector encourages the use of mobile health (m-Health) applications to improve access, efficiency, and quality of health services. The success of m-Health application implementation is influenced by the level of user acceptance of the technology used. One method used to evaluate technology acceptance is the Technology Acceptance Model (TAM), which consists of five aspects: Perceived Ease of Use, Perceived Usefulness, Attitude Toward Using, Behavioral Intention to Use, and Actual Use. As a form of digital transformation of health services, RSPAU dr. S. Hardjolukito developed the Hardjo Mobile application that provides services such as online registration, access to examination results, and treatment history. However, the Hardjo Mobile application has never been evaluated for user acceptance.

Objective: To evaluate user acceptance of the Hardjo Mobile application using the Technology Acceptance Model (TAM) at RSPAU dr. S. Hardjolukito.

Method: This study employed a quantitative descriptive design with a cross-sectional approach. A total of 100 Hardjo Mobile users were selected using accidental sampling. Data were collected through a questionnaire.

Results: All TAM dimensions were categorized as accepted. The highest mean score was obtained by Perceived Ease of Use (11.23), followed by Attitude Toward Using and Behavioral Intention to Use (11.04 each), Perceived Usefulness (10.92), and Actual Use (10.91).

Conclusion: The Hardjo Mobile application is accepted by users across all TAM dimensions. Nevertheless, further optimization is required through improvements in system performance, access stability, and user education to maximize application utilization.

Keywords: Technology Acceptance Model (TAM), Hardjo Mobile, mobile health, technology acceptance, digital health application.