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HOLISTIK JURNAL KESEHATAN

ISSN 2620-7478 (Online) ISSN 1978-3337 (Print) DOI: 10.33024

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kerjasama dengan Program Studi Ilmu Keperawatan Fakultas Ilmu Kesehatan Universitas Malahayati
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Analisa faktor-faktor yang mempengaruhi intention masyarakat menggunakan platform telehealth pasca pandemi Covid-19

Sarah Geltri Harahap, Ellynia Ellynia, Andrianto Widjaja

Abstract

Background: Telehealth is a form of health service innovation used during the Covid-19 pandemic where users can use this technology without having to go to the hospital for their health. The development of health services towards digitization has begun to develop in health services in Indonesia. Hospitals in Indonesia, especially in Jabodetabek, have adopted many telehealth services.

Purpose: To analyze the factors that influence people's intention to use telehealth so that they can develop telehealth innovations by looking at the dimensions of technology and users.

Method: The study was conducted using a quantitative approach with a cross-sectional design using primary data. The analysis used was univariate, chi-square test, and multiple linear regression test.

Results: From a total of 109 respondents it was found that the factors that most influenced community interest from the technology dimension were social support ($p=0.005$) and facilities and infrastructure ($p=0.005$) where the technology dimension obtained an R square of 0.917 while on the user dimension, the most influencing community intentions are perceived usefulness ($p=0.005$) and perceived convenience ($p=0.005$), where the user dimension factor has an R square of 0.874.

Conclusion: There is a relationship between perceived usefulness, perceived ease of use, and intention to use the community in using the telehealth platform in the community of Jabodetabek. The factors of perceived ease of use, perceived usefulness, social influence, and facilitating conditions are the factors that most influence people's intention to use telehealth in Jabodetabek.

Suggestion: The technology dimension factor and the user dimension are things that must be considered for the future development of telehealth technology so that patients are more loyal to reusing telehealth applications during the post-Covid-19 pandemic health digitalization.

Keywords: Community Intentions; Telehealth; Pandemic; Covid-19.

Pendahuluan: Telehealth merupakan bentuk inovasi pelayanan kesehatan yang telah dimanfaatkan di masa pandemi Covid-19 dimana manusia dapat memanfaatkan teknologi telehealth tanpa harus datang ke rumah sakit untuk kesehatannya. Perkembangan

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