APPLICATION OF UTAUT MODEL ON THE USE BEHAVIOR OF COVID-19 ELECTRONIC HEALTH ALERT CARD (E-HAC) IN INDONESIA

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

APPLICATION OF UTAUT MODEL ON THE USE BEHAVIOR OF COVID-19 ELECTRONIC HEALTH ALERT CARD (E-HAC) IN INDONESIA

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Electronic Health Alert Card (E-HAC) apps is a part of mobile health technology used for Covid-19 surveillance and contact tracing apps in Indonesia. During the initial stage, this mandatory mobile health passport technology is very much expected to promote safer travel experience, however after the second waves of Covid-19, similar pandemic-driven apps are playing a less prominent role than predicted. This study was conducted to confirm the relationships between factors influencing technology acceptance using the unified theory of acceptance and use of technology or UTAUT model and also satisfaction of E-HAC user in Indonesia during Covid-19, which previous research have not given. The research context is the Indonesia travellers who travelled during the pandemic; hence data was collected through an online survey (n=163). Findings from SEM analysis indicate that Performance Expectancy and Facilitating Conditions are important antecedents to intention to use E-HAC and that the construct of Behavior Intention significantly impact Satisfaction in adopting the E-HAC services. This study contributes to all stakeholders such as government agencies, healthcare along with tourism service providers in developing strategies and policies to strengthen E-HAC services as a digital health passport that will boost travelers' confidence and encourage them to use applications to support Indonesia's tourism recovery program.

Keywords: behavioral intention, technology acceptance, technology use, UTAUT, COVID-19 surveillance app, E-HAC, satisfaction

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DEDICATION

To the ones who love me to Pluto and back, Hendra & Aruna.

Mommy loves you.

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