

The Research of the Usage Behavior of Hospital Web Access Laboratory Result

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Abstract — *This study integrated the viewpoint of the Unified Theory of Acceptance and Use of Technology (UTAUT) model as well as the Expectation-Confirmation Model (ECM) to examine the users' acceptance levels and satisfactions about hospital web access laboratory result service. A total of 162 qualified responses were collected and analyzed by using partial least squares (PLS). The results of this study indicated that: (1) Confirmation factor directly affected performance expectancy and satisfaction. (2) Performance expectancy, effort expectancy and social influence directly affected users' behavioral intention. (3) User behavior could be well explained by satisfaction and behavioral intention. (4) Performance expectancy affected behavioral intention but not satisfaction. The results demonstrated that the integrated UTAUT and ECM model was applicable for measuring users' behavior in hospital web access laboratory result systems.*

Index Terms —UTAUT, ECM, hospital's web-service systems

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