DETERMINANTS OF CONTINUED USAGE INTENTION OF HEALTHCARE PROFESSIONALS TOWARDS INFORMATION SYSTEMS IN GHANA: THE MODERATING EFFECT OF TRUST.

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ABSTRACT

The main purpose of the study was to uncover the factors that influence the continue usage intention of healthcare professionals towards information systems in Ghana. The study also aimed at assessing how user trust in leadership and the system can moderate the relationship between the independent variables and the dependent variable. The study adopted a cross sectional quantitative methodology where 499 questionnaires were administered to health professionals in Korle-Bu and Tamale Teaching Hospitals. However, 392 questionnaires were retrieved and used in the analysis. The main findings of the study are that, perceived usefulness, perceived ease of use, and facilitating conditions affect continuous usage intention of healthcare professionals towards information systems. Practically, the findings of the study reveal that user trust in system moderates the positive relationship between perceived usefulness and continued usage intention of healthcare professionals towards information systems. This, therefore, implies that, management of hospitals should procure information systems that are useful to health professionals in performing their duties, as this will increase their trust in the system and consequently motivate healthcare professionals to continuously use such systems. Theoretically, the study extends the Unified Theory of Acceptance and Use of Technology (UTAUT), the Task-Technology Fit models (TTF); and also, confirms the Commitment- Trust Theory, as the findings of the study reveal that user trust in a system moderates the positive relationship between perceived usefulness and continued usage intention. This study provides an insight into factors that influence continuous usage intention of an information systems and the importance of user trust in the system and user trust in leadership.

Keywords: Continued Usage Intention; User Trust in System; User Trust in Leadership; Health Information Systems.