

**ACCEPTANCE AND BARRIERS TO PHARMACISTS'
ADOPTION OF SMARTPHONE MEDICAL APPS**

NG SZE NEE

**PERPUSTAKAAN
UNIVERSITI MALAYSIA SABAH**

**THESIS SUBMITTED IN PARTIAL FULFILLMENT
FOR THE DEGREE OF MASTER OF SCIENCE**

**FACULTY OF MEDICINE AND HEALTH SCIENCES
UNIVERSITI MALAYSIA SABAH
2015**



UMS
UNIVERSITI MALAYSIA SABAH

ABSTRACT

With the recent blooming and revolutionizing effect of mobile technologies and its related applications (apps), it is not uncommon that medical apps have seen to play a role in decision support within the health system including pharmacy practice. It is of great importance to learn about healthcare professionals' views towards the adoption of this new health information technology (HIT) in their practices prior to any mandatory implementation of the system. The goal of this study is to investigate pharmacists' perception towards mobile medical apps use in pharmacy practice and to explore the enabling and inhibiting factors that govern the adoption of this HIT. This study has undertaken a mixed-mode research methodology, combining focus group and survey questionnaire studies to examine the relationships between key constructs in the proposed model. Multinational pharmacists from various fields of practice have participated in the studies. Survey data was analyzed using partial least squares (PLS) modeling statistical technique. The findings provided strong empirical support for six positive (i.e. perceived usefulness, perceived ease of use, result demonstrability, subjective norm, compatibility, facilitating conditions) and two negative determinants (i.e. security, resistance to change) of intention to use medical apps. Predictive relevance of the proposed model was evaluated and was found promising in generalizing actual medical apps usage. Results of this study are able to assist healthcare administrators or managers in their decision making during early stage of medical apps use implementation. In short, contribution and implications of this study are noteworthy both theoretically and practically, and serves as the baseline for future studies.