

Appendix A. Questionnaire items

Performance Expectancy (PE)

- Healthcare technology helps speed up the business process.
- Healthcare technology enhances customer satisfaction.
- Healthcare technology enhances the efficiency of your service.
- Healthcare technology enhances accessibility and communication with your patient/customer.

Effort Expectancy (EE)

- Healthcare technology can be used easily.
- Healthcare technology helps facilitate your service.
- You can easily fix the error/fault of the healthcare technology.
- Your healthcare technology is always up-to-date.
- Your healthcare technology is self-solving when an error occurs.

Social Influence (SI)

- Your colleague expects that your service is better by using the technology system.
- Your colleague expects that you can use the technology efficiently.
- Your customers believe that the technology system is very useful for your organization.
- Your healthcare hire IT specialists staff members to look after the IT system.
- Your healthcare has enough staff to look after IT specialists and related staff.
- Your boss supports training and attending seminars on new technology.
- Your healthcare IT specialist has a high level of experience.
- IT problem, your IT specialist can solve them.

Facilitating Conditions (FC)

- Your healthcare gives importance to service driven by technology.
- Your healthcare always improves & upgrades the IT system.
- Your healthcare has an IT department to look after the system.
- Your healthcare supports training for new employees run by a professional trainer.
- Your healthcare provides the training for employee whenever there is important on the system/technology.
- Your healthcare supports the capital investment in the system & technology.
- Your healthcare pays attention to bring in new technology.
- When other healthcares bring in the new technology, your healthcare will pay special attention to.
- When there is a new technology, your healthcare always set up a trial of the new technology before any purchase decision.

Provincial Area (P)

- Your healthcare is located in a region that is interested in technology.
- You believe the technology in your healthcare is better than other healthcare systems.
- You believe that the technology in your healthcare is more advanced than in other healthcare systems.
- You always pay attention to technology run by healthcare systems from other territories.
- Your local area has access to new technology.
- Your territory has always received new technology faster than other territory.

Behavioral Intention (BI)

- You want to use new technology to serve your patients/customers.
- You believe that you will bring in new technology to improve service to your customer, and the efficiency of your work.