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THE EFFECT OF PERCEIVED USEFULNESS AND PERCEIVED EASE OF USE ON THE USAGE INTENTION OF SELF-APPOINTMENT ON MYSILOAM APPS MEDIATED BY TRUST

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Abstract

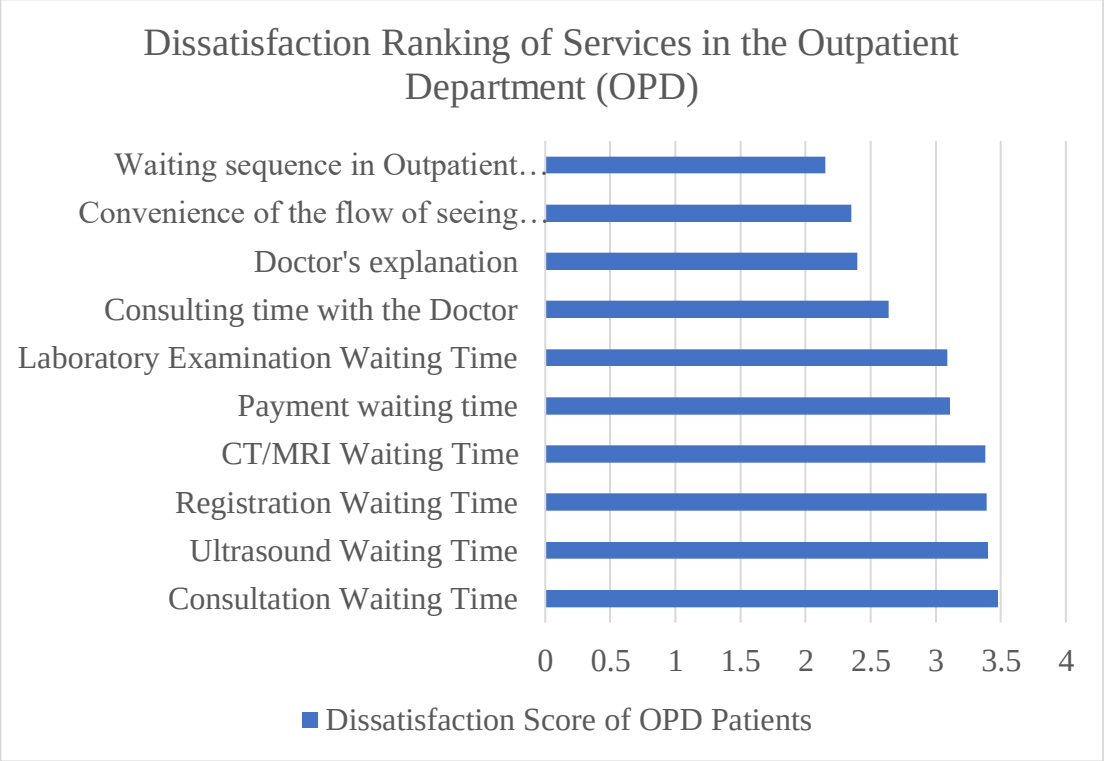
Introduction*: Appointment system is very important for people who often have busy schedules to ensure that no time is wasted. Patients mostly dissatisfy on consultation waiting time when they go to the outpatient department. By making it easier for them to make their own appointments, hospitals can also improve operational efficiency. Web-based Appointment System (WAS) in real time model that have been integrated into mobile phone applications such as MySiloam apps can be a strategy though the adoption is still not optimal.* ***Aim****: To assess if the perceived usefulness (PU) and perceived ease of use (PEOU) application can influence on the usage intention of the self-appointment feature in the MySiloam application and trust can be a mediator.* ***Method****: A quantitative method. The quiestionnaire data from 106 samples was analyzed using Structural Equation Model (SEM) approach. SEM analysis and hypothesis testing using the Smart PLS application with the Partial Least Squares (PLS) method.* ***Results****: MySiloam users at RS K Jakarta mostly are women aged 17-30 years with a bachelor's degree and work as employee. Analysis results show that PU and PEOU has a significant positive effect on trust of MySiloam user. Perceived Usefulness does not have a significant effect on intention to use while PEOU has. Trust also has a significant positive effect on the intention to use MySiloam. Indirectly, PU has a significant positive effect on the intention to use MySiloam mediated by trust while PEOU does not have significant effect through trust.* ***Discussion:*** *The hypothesis in this study was rejected because the results were not significant, meaning that the perception of usefulness in the MySiloam application did not have a major impact on the intention to use of MySiloam users. It can happen because the factors that influence usage intention of an application are various such as user experience, application quality and hospital responsiveness. Therefore, users may find MySiloam useful but do not intend to use it because there are other factors that are more influential in their considerations. This also happened in other study where the users felt it doesn't make any difference to use application or go directly to the hospitals. Thus, application developers should consider all of the factors and promote the benefit of MySiloam especially in PEOU and trust so that users will have more intention to use it.*

Keywords: Perceived Usefulness, Perceived Ease of Use, Trust, Usage Intention, Web-based Appointment System, MySiloam Apps

BACKGROUND

Indonesia is in the 3rd ranking after China and India for the highest global health application usage (57%) based on Statista Global Consumer Survey data. In 2020, there were 171 million Indonesians who were internet users and 96% used smartphones. Based on consumer behavior data, 20% of internet users accessed health services (I. Sari et al., 2023). People often have busy schedules so appointments are very important to ensure that no time is wasted. By making it easier for patients to make their own appointments, hospitals can also improve operational efficiency, such as reducing crowding potential in waiting rooms or reducing the risk of complaints (Ampuan & Delena, 2022).

Graphic 1. Variables of Outpatient Department Services



Source: (Zhang et al., 2014)

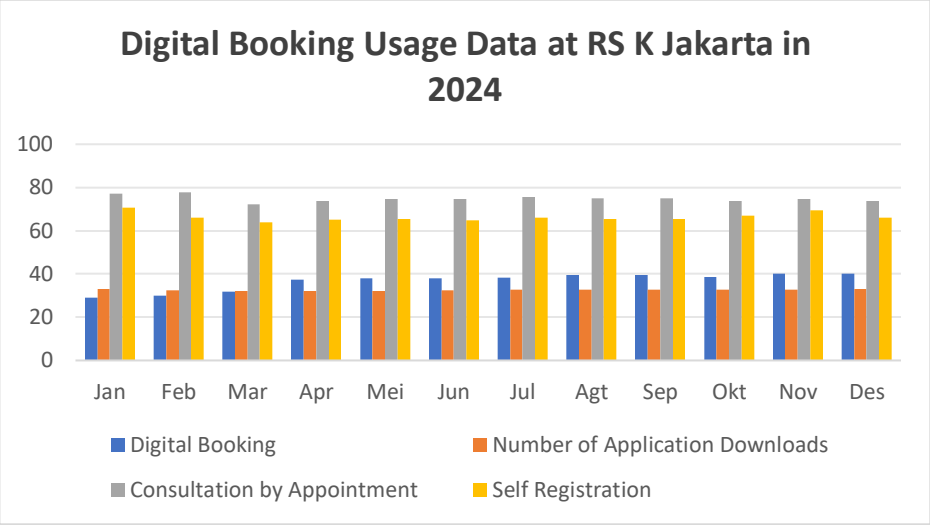
Graphic 1 shows patient dissatisfaction of consultation waiting time and various other administrative step in outpatient department (OPD) such as registration and payment (Zhang et al., 2014). This should be anticipated with *self-appointment* services. An appointment making system or Web-based Appointment System (WAS) can be a strategy in responding to digital challenges in hospitals (Halim & Sri Darma, 2019). The ideal model currently is a real-time model where patients are directly connected to the hospital registration system (Zhao et al., 2017). This system has continued to develop until now it can be integrated into mobile phone applications such as the MySiloam apps.

This digital transformation can help hospitals realize efficient flows and systems, but the adoption of digital technology implementation in hospitals is still not optimal (Budiyatno, 2022; Duncan et al., 2022). Cao's research shows that this system can significantly increase patient satisfaction during registration and reduce waiting time effectively, so the development of this system needs to be further encouraged both from within the hospital and from external patients or the community (Cao et al., 2011).

Usage intention is defined as an indication of a person's willingness to plan a certain behavior in the future (Amanda & Layman, 2022). From the results of the Kurious-Katadata Insight Center survey, ease of access is the main factor in using the application and then data and information security is the second reason for choosing the application. Factors that influence consumer intentions have three parts, namely: (1) internal factors such as needs, motivation, and perception; (2) individual characteristics (lifestyle, personality, and demographics); (3) external or environmental factors also influence consumer behavior (Nathania Sharon Wardana & Sihite, 2021).

A website/application must provide information that is easy to understand, up-to-date and can be trusted (I. Sari et al., 2023). People tend to use goods/services by considering the benefits and ease of use (Fadillah et al., 2022). Increasing trust, convenience and user-friendly is considered to be able to attract users of health application services in speeding up registration (Zhang et al., 2014).

Graphic 2. Digital Booking Usage Data at RS K Jakarta in 2024

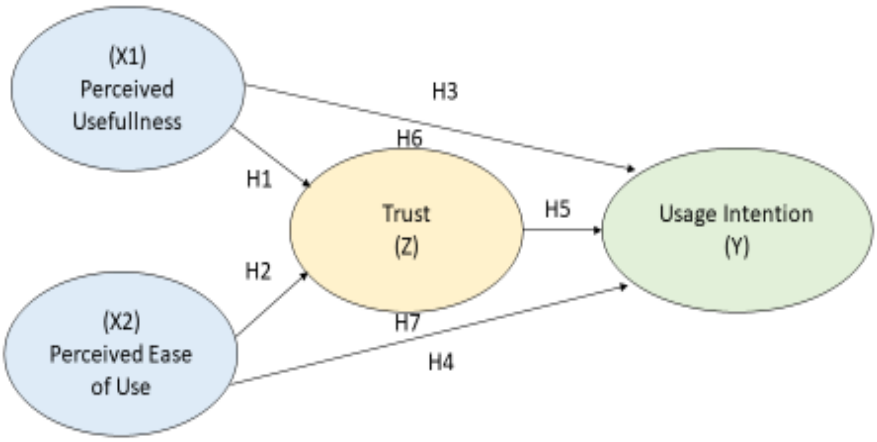


Source: RS K Jakarta, 2024

At RS K Jakarta, the number of outpatient consultation bookings with a digital system, both with applications and websites in 2024 is still low, which is around 40% where the hospital's target is 50%. This indicates that patients still choose to make appointments conventionally, either from customer service calls / Whatsapp or the administration department. On the other hand, the number of consultations with appointments is also still below the 2024 target of 80% where the achievement is relatively stagnant, meaning that not all patients have made an appointment before consulting. There are still quite a lot of patients who consult without making an appointment first. This can happen if the complaint is felt to be sudden but it is also risky for patients not to get a queue list or have to queue for a long time because they come without knowing the number of queues. The number of users who have downloaded the MySiloam application is also still below the hospital's 2024 target of 35%. This shows that interest in using the features and services in a health application is still lacking where the application should be able to provide many benefits to its users.

Therefore, an analysis is needed related to the factors that influence the intention to use self-appointment on the MySiloam application such as the benefits of the application, ease of application and trust in the application to increase the usage intention of this application. This study aims to assess whether the benefits and ease of application have an influence on the usage intention of the self-appointment feature in the MySiloam application and trust in the application can be a mediator between the benefits, ease of application and the usage intention of the self-appointment feature.

CONCEPTUAL FRAMEWORKS AND HYPOTHESIS



Graphic 3. Conceptual Framework

1. **Hypothesis 1 (H1):** Perceived usefulness of the application has a positive effect on trust in the application.
2. **Hypothesis 2 (H2):** Perceived ease of use has a positive effect on trust in the application.
3. **Hypothesis 3 (H3):** Perceived usefulness of the application has a positive effect on the usage intention of self-appointment in MySiloam apps.
4. **Hypothesis 4 (H4):** Perceived ease of use has a positive effect on usage intention of self-appointment in MySiloam apps.
5. **Hypothesis 5 (H5):** Trust in the application has a positive effect on usage intention of self-appointment in MySiloam apps.
6. **Hypothesis 6 (H6):** The perceived usefulness of the application has a positive effect on usage intention of self-appointment in MySiloam apps mediated by trust.
7. **Hypothesis 7 (H7):** The perceived ease of use of the application has a positive effect on usage intention of self-appointment in MySiloam apps mediated by trust.

LITERATURE REVIEW

Several factors that are considered to influence the low use of the online registration feature in the application are the lack of communication about e-appointment services to patients, distrust of the internet, lack of value of e-appointment services for patients, limited functions of e-appointment services and lack of ability to use the WAS system by users (Halim & Sri Darma, 2019).

According to the Technology Acceptance Model (TAM) theory, in deciding to use a new technology, a user is influenced by the benefits factor (Perceived Usefulness/PU) and the ease factor (Perceived Ease of Use/PEOU). Previous studies have shown that the behavioral intention to use a technology is influenced by the user's perception of the ease and usefulness of the technology. In addition, external factors also influence both of these things such as user experience, application quality and hospital responsiveness. There are also users who do not even know about the WAS feature so they never use the feature (Halim & Sri Darma, 2019).

A. Perceived Usefulness (PU)

Perceived Usefulness is the degree to which a person believes that using a particular system can improve his/her job performance (Halim & Sri Darma, 2019). People will use an innovation if they feel it has benefits compared to existing services (Fadillah et al., 2022). According to Chang et al., there is a significant relationship between PU and intention of use of WAS (Chang et al., 2014) (Halim).

B. Perceived Ease of Use (PEOU)

Perceived Ease of Use is the degree to which a person believes that using a system will make his work easier (Halim & Sri Darma, 2019). In contrast to PU, according to Chang et al, there is no significant relationship between PEOU and intention of use of WAS (Chang et al., 2014).

C. Trust

Trust is a belief in the ability and integrity of a system's services. People will use a technology that can be trusted to complete a job well so that the user is confident in a product/service offered (Fadillah et al., 2022).

METHODS

This research uses a quantitative method. The subjects of this study were outpatients at K Hospital who had downloaded the MySiloam application. The study was conducted at K Hospital from March 2025 for 3 months.

The population of this study is all people who have downloaded the MySiloam application. The population size is not known for sure, therefore the minimum sample size of this study was calculated using the rule of thumb formula (Hair et al.), where:

Sample = (5 to 10) x number of operational variable indicators

The number of research variable indicators is 14 indicators so that the minimum sample obtained for this research is 70-140 respondents. Samples obtained in this research were 106 samples.
The inclusion criteria for this research sample are:

- Age above 17 years old
- Have used the MySiloam application service for outpatient appointments

The sampling technique used probability sampling with the simple random sampling method. This research method is cross-sectional. The study was conducted by collecting primary data in the form of questionnaires filled out directly by the research subjects and measured using the Likert measurement scale. The distribution of questionnaires was carried out online using Google Form. Respondents were given a series of statements followed by answer choices in the form of numeric scores.

Primary data processing from the questionnaire using Microsoft Excel application and then analyzed using multivariate statistical analysis techniques, namely the Structural Equation Model (SEM) approach. SEM analysis and hypothesis testing using the Smart PLS application with the Partial Least Squares (PLS) method. PLS analysis is a technique that compares dependent and independent variables.

In this study, the independent variables are Perceived Usefulness which is given the notation (X1) and Perceived Ease of Use which is given the notation (X2). The dependent variable is Usage Intention which is given the notation (Y). The mediator variable in this study is Trust in the application which is given the notation (Z).

Table 1. Operational Variable

Variable	Operational Definitionl	Indicator	Scale
Perceived Usefulness	The degree to which a person understanding of the magnitude of benefits obtained from using a particular system. (Yudiantara & Widagda, 2022)	*1. Increased productivity* *2. Increased effectiveness* *3. Improved performance* *4. Use value/Benefit* (Maharani & Usman, 2024)	Ordinal - Likert
Perceived Ease of Use	Understanding how easy the system is to use by users (Maharani & Usman, 2024)	*1. Easy to use* *2. Easy to understand* *3. Easy to operate* *4. Easy to learn* (Maharani & Usman, 2024)	Ordinal - Likert
Trust	The level of confidence in the capability and integrity of a system's services (appointment online system from MySiloam apps) (Yudiantara & Widagda, 2022)	*1. Integritas* *2. Goodwill / Kindness* *3. Competence* (Maharani & Usman, 2024)	Ordinal - Likert
Usage Intention *Self-appointment*	An indication of a person's willingness to plan a certain behavior in the future (Amanda & Layman, 2022)	*1. Interest in using new technology* *2. Possibility to use* *3. Desire to reuse* (Amanda & Layman, 2022)	Ordinal - Likert

RESULTS

Respondent Characteristics

This study used 106 samples. The selection of respondents was carried out by purposive sampling considering the affordable population in this study. Characteristics of respondents in this study are depicted in table 2.

Table 2. Characteristics of Respondents

Characteristics	Number (n)	Percentage (%)

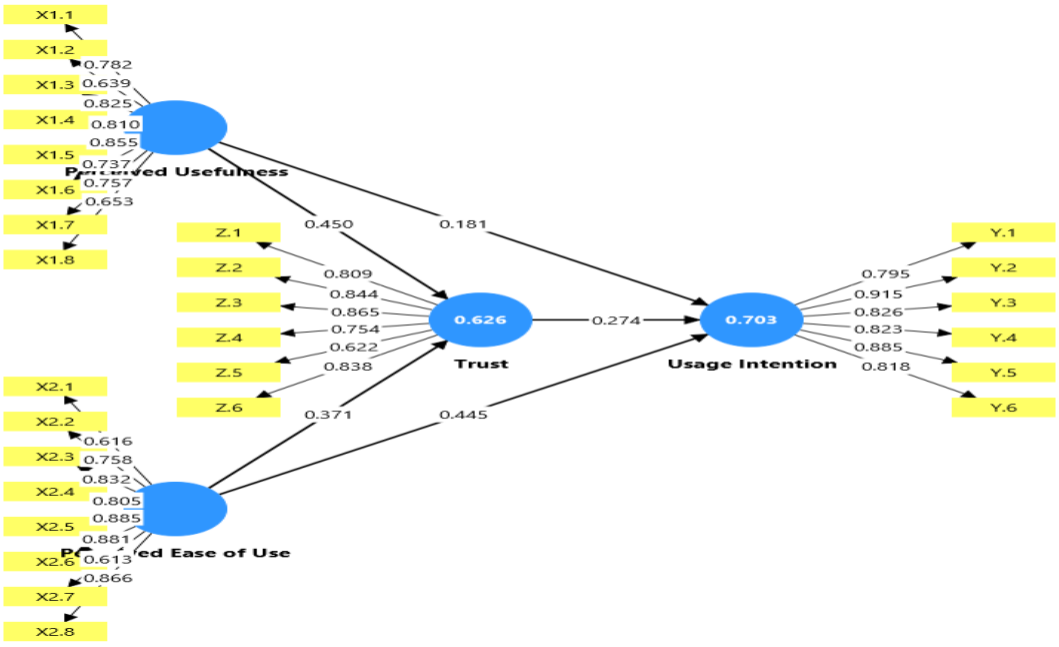
Gender	Male	28	26,4%
	Female	78	73,6%
Age	17-30 years old	56	52,8%
	31-40 years old	37	34,9%
	41-50 years old	11	10,4%
	51-60 years old	2	1,9%
Last Education	High School	14	13,2%
	Diploma	18	17%
	Bachelor	74	69,8%
Occupation	Student	1	0,943%
	Enterpreneur	3	2,830%
	Employee	95	89,623%
	Others	7	6,604%

Overall, the majority of MySiloam users at RS K Jakarta are women aged 17-30 years with a bachelor's degree. The largest occupational group is employees, indicating that the middle-age group with a higher education background dominate the use of MySiloam at the hospital.

Outer Model Evaluation

Validity and Reliability Indicators

Based on Graphic 4 and Table 3, the values of all loading factors are in the range of 0 to 1, so it can be concluded that all indicators used are valid. On the other hand, all loading factor values are >0.7 except for X1.2, X1.8, X2.1, X2.7, and Z5 which indicate that the other indicators are important indicators (Asari et al., 2023).



Graphic 4. *Path Diagram* with *Loading Factors*

Table 3. *Loading Factors*

	Perceived Usefulness (X1)	*Perceived Ease of Use* (X2)	*Usage Intention* (Y)	*Trust* (Z)
X1.1	0.782			
X1.2	0.639			

	Perceived Usefulness (X1)	*Perceived Ease of Use* (X2)	*Usage Intention* (Y)	*Trust* (Z)
X1.3	0.825			
X1.4	0.810			
X1.5	0.855			
X1.6	0.737			
X1.7	0.757			
X1.8	0.653			
X2.1		0.616		
X2.2		0.758		
X2.3		0.832		
X2.4		0.805		
X2.5		0.885		
X2.6		0.881		
X2.7		0.613		
X2.8		0.866		
Y.1			0.795	
Y.2			0.915	
Y.3			0.826	
Y.4			0.823	
Y.5			0.885	
Y.6			0.818	
Z.1				0.809
Z.2				0.844
Z.3				0.865
Z.4				0.754
Z.5				0.622
Z.6				0.838

Convergent Validity

Based on table 4 below, all AVE values are above 0.50, which means that the reflective variables have a high level of convergent validity.

Table 4. *Average variance extracted* (AVE)

	Average variance extracted (AVE)
Perceived Usefulness (X1)	0.578
Perceived Ease of Use (X2)	0.623
Usage Intention (Y)	0.713
Trust (Z)	0.629

Internal Consistency Reliability

According to table 5, all variables have values *Cronbach's alpha*, *koefisien rho_A* and *composite reliability* >0,7, so it can be concluded that all indicators are reliable.

Table 5. Reliability Test

	Cronbach's alpha	*Composite reliability (rho_a)*	*Composite reliability (rho_c)*
Perceived Usefulness (X1)	0.894	0.903	0.916
Perceived Ease of Use (X2)	0.910	0.920	0.928
Usage Intention (Y)	0.919	0.925	0.937
Trust (Z)	0.879	0.891	0.910

Inner Model Evaluation

The test results show that the adjusted R-square value for the trust (Z) is 0.626, which means that the model has a high level of fit, and that the variability of trust can be explained by the variables in the model by 62.6%.

Meanwhile, the adjusted R-square value for variable usage intention (Y) is 0.695, which shows that the model has a high level of suitability, and that the variability of the usage intention can be explained by the variables in the model by 69.5%.

Table 6. *R-Square*

	R-square	***R-square adjusted***
***Usage Intention* (Y)**	0.703	0.695
***Trust* (Z)**	0.626	*F.619*

F-Square determines how much influence the predictor variable has on the dependent variable. An F-Square value of 0.02 is considered a weak/small influence, 0.15 is considered a moderate influence, and 0.35 is considered a strong influence (Cohen, 1988). All of the F-square is considered weak/small except the F-square of PEOU on usage intention which is 0.163, so that considered as moderate.

Table 7. *F-Square*

	***Perceived Usefulness* (X1)**	***Perceived Ease of Use* (X2)**	***Usage Intention* (Y)**	***Trust* (Z)**
***Perceived Usefulness* (X1)**			0.026	0.145
***Perceived Ease of Use* (X2)**			0.163	0.099
***Usage Intention* (Y)**				
***Trust* (Z)**			0.094	

Based on table 8, the Model Fit measurement was obtained with an SRMR value of 0.080 (less than 0.1) and an NFI value of 0.698 (approaching 1) which indicates a more suitable model.

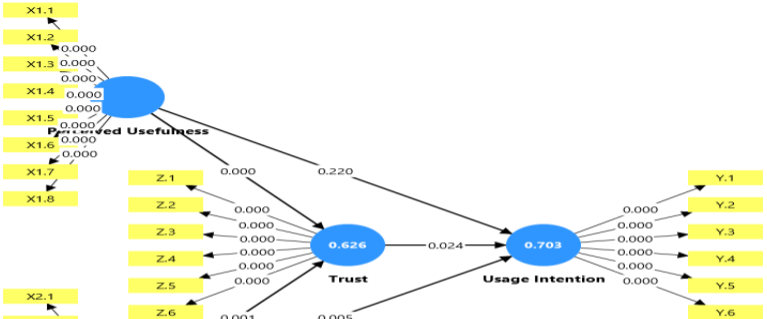
Table 8. *Fit Model*

	Saturated model	*Estimated model*
SRMR	0.080	0.080
d_ULS	2.567	2.567
d_G	1.607	1.607
Chi-square	847.383	847.383
NFI	0.698	0.698

Hypothesis Testing

Direct Influence

To perform the Path Coefficient, a p-value <0.05 is considered significant, while a p-value >0.05 is considered insignificant.



Graphic 5. *Bootstrapping Model*

1. PU has a significant positive effect on trust of MySiloam user with an original sample of 0.450, t-statistic of 4.084 and p-value of 0.000 thus H1 is accepted.
2. PEOU has a significant positive effect on trust of MySiloam user with an original sample of 0.371, t-statistic of 3.421 and p-value of 0.001 thus H2 is accepted.
3. PU does not have a significant effect on usage intention with an original sample of 0.181, t-statistic of 1.227 and p-value of 0.212 thus H3 is rejected.
4. PEOU has a significant positive effect on usage intention of MySiloam with an original sample of 0.445, t-statistic of 2.821 and p-value of 0.014 thus H4 is accepted.
5. Trust has a significant positive effect on the usage intention of MySiloam with an original sample of 0.274, a t-statistic of 2.252 and a p-value of 0.024 thus H5 is accepted.

Table 9. *Path Coefficient*

	Original sample (O)	*Sample mean (M)*	*Standard deviation (STDEV)*	*T statistics (|O/STDEV|)*	*P values*
Perceived Usefulness -> Usage Intention	0.181	0.209	0.148	1.227	0.220
Perceived Usefulness -> Trust	0.450	0.436	0.110	4.084	0.000
Perceived Ease of Use -> Usage Intention	0.445	0.423	0.158	2.821	0.005
Perceived Ease of Use -> Trust	0.371	0.391	0.109	3.421	0.001
Trust -> Usage Intention	0.274	0.269	0.121	2.252	0.024

Indirect Influence

Table 10. *Indirect Influence*

	Original sample (O)	***Sample mean (M)***	***Standard deviation (STDEV)***	***T statistics (|O/STDEV|)***	***P values***
***Perceived Usefulness* (X1) -> *Trust* (Z) -> *Decision to Use* (Y)**	0.123	0.113	0.057	2.148	0.032

***Perceived Ease of Use* (X2) -> *Trust* (Z) -> *Decision to Use* (Y)**	0.111	0.121	0.071	1.565	0.118

1. Indirectly, PU has a significant positive effect on the usage intention of using MySiloam mediated by trust with an original sample of 0.123, t-statistic of 2.139 (t-statistic > 1.96) and *p-value* 0,032 (*p-value* < 0,05) thus H6 is accepted.
2. PEOU does not have a significant positive effect on the usage intention of using MySiloam through trust with an original sample of 0.102, t-statistic of 1.642 (t-statistic < 1.96) and *p-value* 0,101 (*p-value* > 0,05) thus H7 is rejected.

Discussion

The Influence of Perceived Usefulness on Trust

The results of the analysis show that PU has a significant positive effect on trust of MySiloam user. The indicators of Perceived Usefulness (PU) that tested are increased productivity, increased effectiveness, improved performance, and value/benefit. The results of this study are in accordance with research conducted by Hotlan in 2022 with the results that PU has a positive and significant effect on trust. The more benefits users feel, the greater their trust so that they will intended to use an application (Siagian et al., 2022). This is also in line with the results of Keni's research where PU has an effect on trust (Keni, 2020).

The Influence of Perceived Ease of Use on Trust

The results of the analysis show that PEOU has a significant positive effect on trust of MySiloam user. The higher the user's PEOU perception of the MySiloam application, the higher the user's level of trust. The results of this study are in accordance with research conducted by Saidani et al., where the PEOU has a positive influence on the trust (Saidani et al., 2022). This is also in line with research conducted by Gusti Ayu and I Dewa Ayu in 2022 with the results that PEOU has an effect on trust of Halodoc application users (Primandari & Suprapti, 2022; G. A. A. A. Sari & Adi, 2022). Putu Oka's research also shows that PEOU has a positive and significant influence on trust (Yudiantara & Widagda, 2022).

The Influence of Perceived Usefulness (PU) on Usage Intention in Using Self-Appointment on MySiloam

The results of the analysis show that PU does not have a significant effect on usage intention. The hypothesis in this study was rejected because the results were not significant, meaning that the perception of benefits in the MySiloam application did not have a major impact on the intention to use of MySiloam users. This also happened in Elvina's research where PU did not have a significant impact on the usage intention of the health application, that is Halodoc, especially among young adults in Jakarta. Some of its users felt that going directly to the hospital or using the application had the same benefits so that it doesn't make any difference (Nathania Sharon Wardana & Sihite, 2021).

This can also happen because the factors that influence usage intention of an application are various, such as PU, PEU, E-trust and attitude towards using (G. A. A. A. Sari & Adi, 2022). According to Halim (2019), there are other factors that also need to be considered, such as user experience, application quality and hospital responsiveness (Halim & Sri Darma, 2019). Therefore, users may find MySiloam useful but do not intend to use it because there are other factors that are more influential in their considerations.

The Influence of Perceived Ease of Use on the Intention to Use Self-Appointment in MySiloam Apps

The results of the analysis show that PEOU has a significant positive effect on usage intention of using MySiloam. The PEOU indicators tested are easy to use, easy to understand, easy to operate, and easy to learn. The

results of this study are in accordance with the research conducted by Elvina and Janfry in 2021 which examined that PEOU has a positive effect on the use of the Halodoc application (Nathania Sharon Wardana & Sihite, 2021). Ivan's research also showed similar results that PEOU can influence intention to use (Naufaldi & Tjokrosaputro, 2020).

The Influence of Trust on the Intention to Use Self-Appointment in MySiloam Apps

The results of this study show that trust has a significant positive effect on the intention to use MySiloam. The higher the trust of MySiloam application users, the higher their intention to use the application. This is in accordance with Saidani's research where the trust variable affects the intention of use of an application (Saidani et al., 2022). According to Sihite's study, it was also stated that data security has a significant relationship with the usage intention of mobile phone applications (Nathania Sharon Wardana & Sihite, 2021). According to Dandi, trust also has a positive effect in increasing attitudes towards using which also has a positive impact in increasing intention to use (Dandi & Ridanasti, 2024). I Dewa Ayu in her research also showed that trust can influence intention to use (Primandari & Suprapti, 2022)as well as the Halodoc health application in Gusti Ayu's study (G. A. A. A. Sari & Adi, 2022).

The Influence of Perceived Usefulness on Intention to Use Mediated by Trust

The results show that indirectly, PU has a significant positive effect on the intention to use MySiloam through trust, where PU influences the intention to use MySiloam through trust indirectly by 0.125. The results of this study are in accordance with research conducted by Putu Oka in 2022 regarding the influence of PU on intention to use with trust as a mediator in mobile phone applications. The study concluded that there is a positive and significant indirect relationship between PU on decision to use with trust as a mediating variable (Yudiantara & Widagda, 2022). Other supporting study include research conducted by Keni in 2020 with the conclusion that PU through trust can mediate and have a significant positive impact on intention (Keni, 2020).

The influence of Perceived Ease of Use on Intention to Use Mediated by Trust

The results show that PEOU does not have a significant positive effect on the intention of use of MySiloam through trust. The indicators of intention in use tested are interest in using new technology, possibility to use, and desire to reuse while the indicators of trust tested are integrity, goodwill / kindness, and competence. The results of this study are in accordance with research conducted by Hotlan in 2022 regarding the influence of PEOU on the intention to use with trust as a mediator. The study showed that PEOU through trust did not have a significant effect on intention (Siagian et al., 2022). Sudrajat's research is also in line with the results that the trust factor does not significantly mediate PEOU from the use of mobile phone applications (Sudrajat & Frimayasa, 2024).

CONCLUSION

From this research, it can be concluded that:

1. PU has a significant positive effect on trust of MySiloam user.
2. PEOU has a significant positive effect on trust of MySiloam user.
3. PU does not have a significant effect on intention to use.
4. PEOU has a significant positive effect on intention to use MySiloam.
5. Trust has a significant positive effect on the intention to use MySiloam.
6. Indirectly, PU has a significant positive effect on the intention to use MySiloam mediated by trust.
7. PEOU does not have a significant positive effect on the intention to use MySiloam through Trust.

Suggestion

1. MySiloam application developers are expected to further increase the ease and level of user trust in the MySiloam application because PEOU and trust directly and significantly influence and can increase intention to use MySiloam. PEOU itself has a direct effect on trust so that by increasing the ease of using the MySiloam application, it is hoped that more people will want to use MySiloam.
2. MySiloam application managers must also continue to increase user trust because they can mediate the perceived usefulness factor for users to increase intention to use MySiloam.

3. Hospitals must further promote the benefits of the MySiloam application in order to increase user confidence in using the application.
4. Further research can examine other variable measurement models that can influence the intention to use MySiloam application, such as application quality, user satisfaction, hospital responsiveness or user loyalty.
5. Conducting research with a larger number of samples and a wider coverage area, not only in 1 hospital but in various regions in Indonesia.
6. Conducting further qualitative research to obtain more in-depth information regarding deficiencies and obstacles that can reduce intention to use MySiloam application.

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