

5<sup>th</sup> International Conference on

# Medical Informatics & Telemedicine

August 31- 01 September, 2017 | Prague, Czech Republic

## BARRIERS AND BENEFITS: THE PERCEPTION OF SMARTPHONE USERS ON THE INTENTION TO USE MHEALTH

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**Statement of the Problem:** The use of mobile computing and communication technologies in health care and public health called mHealth could greatly improve health-care delivery processes and bring benefits to the people. It has been regarded as best tools for curing diseases and improving health condition. However, there is a limited research that looking at the perception of users towards mHealth from the benefits and barriers perspectives. The aim of this study is to explore the perception of Malaysians on the intention to use mHealth whether the usage of it will be a barrier or benefit to them.

**Methodology & Theoretical Orientation:** This quantitative study randomly recruited four hundred eighty respondents who were smartphone users in the six states in Malaysia include Kelantan, Penang, Selangor, Johore, Sabah and Sarawak using purposive sampling. Survey method and a questionnaire were used as a tool for data collection. Consent were obtained from participants before starting the survey.

**Findings:** Findings indicate that both perceived barrier and perceived benefits are positively and significantly correlated with intention to use. However, among the two independent variables, only perceived benefits significantly predict respondents' intention to use.

**Conclusion & Significance:** In conclusion, study suggests that people are ready to use the mHealth technology when they feel the technology can benefit them. Researchers, educators and healthcare providers need to educate the people especially non-user about this technology and encourage them to use it regularly in their daily routine.

**Notes:**