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Abstract

With the increasing pressures on healthcare budgets, the efficiencies offered by information and communications technology are increasingly attractive to healthcare providers. However, many technology systems fail to deliver their projected benefits. For this reason it is important to understand the reasons for technology acceptance and use. The setting for this research project was a provider of healthcare services for clients with intellectual disabilities in which multidisciplinary teams are a vital element of intellectual disability care.

The project seeks to understand the acceptance and use of technology by members of multidisciplinary teams. It also investigates sources of information about assistive technologies recommended to clients by members of the multidisciplinary teams. This research was carried out by survey and was analysed using the Unified Theory on the Acceptance and Use of Technology. Qualitative data about sources of knowledge on assistive technology was assessed.

The study found that performance expectancy had the greatest influence on the multidisciplinary team members' behavioural intention to use ICT, which was in line with the literature. The next greatest influences were effort expectancy and social influence.

The study also reviewed the sources used by multidisciplinary team members for information on assistive technologies, which they recommend or use with their clients. The study found that colleagues were the most significant source for this information. The sample size used for this research project was small so further research should seek to enlarge the sample size so that generalised findings may be made.

The study concludes that for ICT use to achieve the targeted benefits the technology must be perceived by the users as assisting their goals of better quality of care and increased efficiency. The literature confirms these results and highlights the issue of compatibility with discipline and work practices as the main reasons for under use of ICT.