

The Impact of Technology Adoption and e-Health Readiness Mediated by Frontliner Attitude and Positive Mental Stress to Measure Frontliner Performance at Hospital During COVID 19 in Malaysia

Jaspal Singh*, Sharmila Sethu

Faculty of Business, International University-Malaya Wales, Jalan Tun Ismail 50480 Kuala Lumpur, Malaysia

*Corresponding author's email: 20200037@student.iuwmw.edu.my

ABSTRACT

The purpose of this study was to understand limitation of human behaviour and attitude factor influence by the adoption of technology which are implemented at hospital and the impact to frontliner performance. Majority of hospital in Malaysia and developing countries still have not mobilized this solution due lack of proper roadmap and clear support from top management. Year 2019, out of 145 government hospital only 20% had implemented but not complete solution because many do not have full guaranteed of maintenance road map on sustainable implementation of such systems. The overview of adoption technology and e-health readiness delivery is to understand the real concept of adoption on technology which related to extra low voltage that combine between mobile, computing, security and communication which provide a low voltage digital platform on the healthcare industries that focus on physical devices, software, and the processes they use in the hospital. Any device run on low voltage and connected to technology device with internet or intranet create as bridged of communication will be able to provide data as a solution for future operational technology delivery and strengthen the potential risk of failure on the technology. With the world changing from conventional method of delivery at hospital to latest modern adaption technology delivery to be used excessively have changed frontliner method of working during the COVID 19 at hospital. The rise of Smart Hospital in the world indirect influence this study to undertake the seriousness of the implementation of adoption of technology and e-health readiness which need to be measure by frontliner and understand as basis to monitor Realtime data information which flow between one department to another unit department on how to utilized the data and patient privacy. As COVID 19 environment escalating further in the world without any cure, social media and broadcasting station keep messaging a lot frontliner issue which pop up during this covid COVID 19 like mental stress burden, anxiety, depression, drug and alcohol dependence, and suicide. The psychologically resilient of frontliner dealing with illness and death have further increased healthcare workers with additional risk of mental problem and working 24 hours on their knee to response the crisis situation which provide warning to global epidemic crisis among the healthcare workforce. The lifestyle of working 24 hours during COVID 19 has created demands for Smart communication which needed during the time zone difference and customer demands on the fast respond solution and frontliner workload increase the level of conflict and interreference of work into personal life become issues. The dissatisfaction among frontliner will lead turnover, increase absenteeism, workload, burnout and directly increase negative performance on the employee. The main objective of this study is to explore and understand the level adoption technology and e-Readiness delivery on devices which influences on the frontliner performance, Level of stress and job Satisfaction during COVID 19. According to researcher's technology which examine the importance of this technology and what will the advantage and disadvantage on frontliner' ability in balancing their work and life aspect during critical situation.

Keywords: Technology adoption, e-Health Readiness, Stress management

