

## Appendix 2. UTAUT2 analysis

UTAUT is a tool that measures performance expectancy which is defined as the degree to which an individual believes the system will help him or her to attain gains in a job. The theoretical background comes from an individual's perception of usefulness, comprised of:

**Performance expectancy** – the extent to which the individual believes a system will help them do a job.

**Effort expectancy** – the anticipated degree of ease associated with use of the system.

**Social influence** – the degree to which an individual ED or UC clinician feels that it is important for others to believe that they should use the new system.

**Facilitating conditions** – the degree to which an individual believes infrastructure exists to use the system.

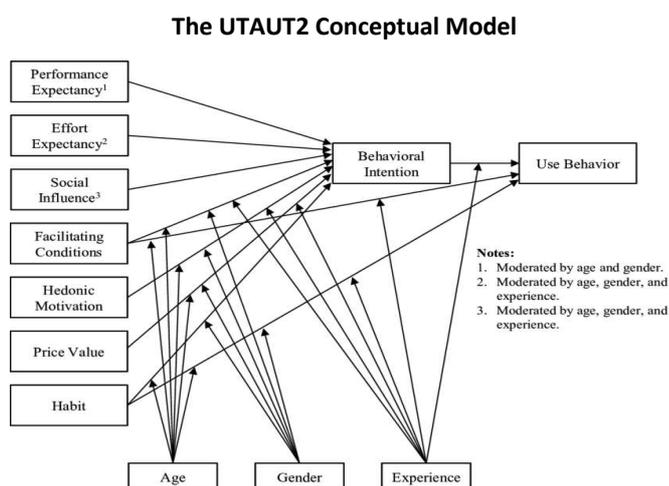
UTAUT2 is a further refinement of the UTAUT concept. UTAUT2 adds three further constructs and offers three moderating factors:

**Hedonic motivation** – the pleasure or personal fulfilment derived from using a technology.

**Price value** – the users' perceptions of whether or not investment in the system represents value.

**Habit** – the perceived relationship between prior behaviour and the anticipated form of the new behaviour.

**Moderating Factors** – in UTAUT2 performance expectancy, effort expectancy and social influence can be moderated by age, gender, and experience. Due to low response numbers and risk of introducing inaccuracy or bias, we decided not to calculate the impact of these factors.



The Unified Theory of Acceptance and Use of Technology 2 (UTAUT2) (from Venkatesh et al., 2012)  
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