

ABSTRACT

Health care organisations around the world are under increasing pressure to improve the quality of care they provide without increasing cost. The use of information technology in health care offers an opportunity to address this issue, but unsuccessful implementations of information technology into this environment limit the potential benefits. The purpose of this research is to investigate the factors that influence end user acceptance of information technology in the health care environment by means of a case study.

The main findings of the research were that information technology acceptance by end users in the health care environment is influenced not only by factors relating to the technology, but also by social and cultural factors. By paying attention to these non-technological issues and by focusing resources on problem areas prior to implementation, the likelihood of a successful information technology implementation into the health care environment might be increased.

DECLARATION

I, Jacobus Gert van Zyl, declare that this research report is my own, unaided work. It is submitted in partial fulfillment of the requirements for the degree of Master of Business Administration in the University of the Witwatersrand, Johannesburg. It has not been submitted before for any degree or examination in this or any other university.

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Jacobus Gert van Zyl

18 April, 2006

DEDICATION

This report is dedicated to my wife Nicolette, without whose support this degree would have been impossible and to my son Reinhardt, whose arrival has changed my life for the better.

ACKNOWLEDGEMENTS

I wish to express my sincere thanks to:

- Antony Soicher, my supervisor, for sharing his knowledge and for providing me with direction.
- The staff of the Flora Clinic for allowing me to learn from their experience.
- Life Health Care for allowing me access to information on the topic.

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