

Intention to use Information Communication Technology among Public Health Midwives in North Central Province of Sri Lanka

D.M.U.J. Dasanayaka¹ and K.M.P.G.A.J. Bandara^{2,*}

*Department of Information Systems, Faculty of Management Studies,
Rajarata University of Sri Lanka, Mihintale, Sri Lanka^{1,2}*

*Corresponding author: amithb@mgt.rjt.ac.lk

Abstract

This study examines the factors influencing the intention to use Information and Communication Technology (ICT) among Public Health Midwives (PHMs) in the North Central Province of Sri Lanka. PHMs play a crucial role in delivering maternal and child healthcare services, and the integration of ICT has become essential for improving efficiency, accuracy, and accessibility in rural healthcare delivery. However, limited infrastructure, training, and resource constraints continue to challenge the adoption of ICT in this sector. The research was guided by the Technology Acceptance Model (TAM) and the Unified Theory of Acceptance and Use of Technology (UTAUT). It explored the impact of perceived usefulness, perceived ease of use, attitude toward ICT, social influence, and ICT competency on the intention to use ICT. A quantitative approach was used, with data collected through a structured questionnaire administered to 186 PHMs from the North Central Province. The data were analysed using descriptive statistics, correlation, and regression analysis. Findings revealed that all five factors positively influenced the intention to use ICT, with perceived usefulness and attitude toward ICT emerging as the most influential variables. The results highlight the importance of developing ICT competencies, raising awareness of ICT benefits, and providing supportive infrastructure and institutional encouragement to strengthen adoption among PHMs. The study concludes that continuous training programmes, user friendly system design, and the inclusion of PHMs in ICT development strategies are essential for successful implementation. By extending established technology acceptance models to the community healthcare context, this research contributes valuable insights for policymakers and healthcare administrators seeking to digitalise primary health services and promote sustainable ICT integration in Sri Lanka's public health system.

Keywords: attitude toward ICT, ICT adoption, perceived usefulness, perceived ease of use, social influence