

Acceptance and Usage of Innovative Healthcare Service for the Elderly
People:A System Dynamics Modeling Approach

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Abstract

The issue of robots applied to healthcare for improved quality of healthcare is a new service style but amongst literatures for technology acceptance in the past, the nonlinear or interactive relationships between variables neglected by traditional statistic analyses result in technology acceptance behavior not completely clarified. In this study, we depend on system dynamics to develop the healthcare robot user behavior system model which includes pre-adoption, post-adoption and social diffusion. The study contributes to provide critical references to service providers, robot designers, and policy makers of the government.

Keyword : Healthcare Robot , Technology Acceptance Model, Telecare, System Dynamics