

SATISFACTION AND ACCEPTANCE OF LEAN DIGITAL HEALTHCARE SOLUTIONS FOR SCHOOL HEALTH REPORTING AMONG TEACHERS IN TEMERLOH

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Introduction

Healthcare digitization is transforming global public health, and Malaysia is implementing lean digital solutions to strengthen school health services. Although systems such as 'e-Rekod Kesihatan Murid' exist, much of school health reporting—including community-based surveillance, disease prevention, and health promotion—remains manual. This increases teachers' workload and delays timely interventions. To address this, the Temerloh District Health and Education Offices developed the *My School Health* application to streamline reporting, improve inter-sector communication, and ensure accurate, timely data submission. This study evaluates teachers' satisfaction and acceptance of the application, guided by the Technology Acceptance Model (TAM) and Lean Healthcare principles.

Methods

A convergent mixed-method design was applied. The cross-sectional survey involved 186 teachers from 83 government schools in Temerloh, selected using stratified random sampling. A validated questionnaire assessed six constructs: Perceived Ease of Use (PEOU), Perceived Usefulness (PU), Usability and Satisfaction, Feasibility and Integration, Efficiency and Workflow Impact, and Acceptance and Usage Intention. Items were rated on a five-point Likert scale. In-depth interviews with five purposively selected teachers complemented the survey. Quantitative data were analyzed using descriptive statistics, Pearson correlation, and multiple linear regression (SPSS v30.0). Qualitative data were thematically analyzed.

Results

Findings are summarized in Table 1. Teachers expressed highly positive perceptions across all constructs. Correlation analysis showed strong association between PEOU and Usability and Satisfaction, while regression revealed that Usability and Satisfaction were the strongest predictors of Acceptance and Usage Intention. Teacher feedback emphasized workflow improvements, but challenges included internet reliability and navigation. Recommendations included offline functionality and simpler navigation.

Table 1. Summary of Teachers' Responses and Analysis on *My School Health* Application

Category	Findings
Positive Perspectives	PEOU (99.7%), PU & Workflow Efficiency (100%), Usability & Satisfaction (99.5%), Feasibility & Integration (98.8%), Acceptance & Usage Intention (95.4%)
Correlation Results	- PEOU–PU: $r = 0.41$, $p < 0.01$ (moderate) - PEOU–Usability & Satisfaction: $r = .87$, $p < 0.01$ (strong) - PU–Acceptance & Usage Intention: $r = 0.39$, $p < 0.01$ (weak) - PU–Workflow Efficiency: $r = 0.18$, $p < 0.05$ (weak)
Predictive Analysis	81% of variance in acceptance & usage intention explained ($R^2 = .81$, $p < 0.001$). - Strongest predictor: Usability & Satisfaction ($\beta = 0.29$, $p < 0.001$).
Teacher Feedback	Benefits: Improved workflow in reporting. Challenges: Internet reliability, navigation. Recommendations: Offline functionality, simpler navigation.

Note. PEOU = Perceived Ease of Use; PU = Perceived Usefulness.

Discussion

Teachers appreciate the application's usability and its ability to improve workflows in school health reporting. Results also support the TAM and Lean Healthcare principles, confirming the application's potential to enhance digital health practices. The study recommends wider research and implementation to promote sustainable and equitable digital integration across health and education sectors.

Keywords: School health reporting, Temerloh, teacher, satisfaction, acceptance, lean digital healthcare