

# Investigating the Patient Acceptance of Health Kiosks in the Era of COVID: An UTAUT Approach

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## ABSTRACT

The COVID-19 pandemic has increased the demand for remote healthcare solutions like health kiosks, enabling contactless medical services. Understanding the key factors influencing their adoption is essential. This study employs a descriptive research design with convenience probability sampling, using a structured questionnaire to collect primary data. Structural Equation Modelling (SEM) is applied via Smart PLS or AMOS for analysis. Findings reveal that Performance Expectancy (PE), Facilitating Condition (FC), and Effort Expectancy (EE) positively influence Behavioral Intention (BI). Additionally, Social Influence (SI) and Health Quality (HQ) together enhance adoption, while HQ's interactions with PE and FC show negative effects, suggesting a complex relationship. These insights highlight the need to consider multiple factors in promoting health kiosk adoption.

**Keywords:** Health Kiosks, Healthcare.

