

## ABSTRACT

**Background:** National Tuberculosis Programme of Nepal has introduced new information system- ‘Drug Resistant Tuberculosis (DRTB) Patient Tracking and TB Laboratory Information System’. This is a web-based management information system developed using DHIS2 platform for effective management and monitoring of multi-drug resistant tuberculosis (MDR-TB) patients. Whilst many factors impact the implementation of this information system, the overall successes and failures are linked to the healthcare providers behaviours in the practice environment. Therefore, it is important to explore their perception, attitude and their experience to address their acceptability of the current DR-TB patient tracking and TB laboratory information system.

**Objectives:** The study assessed the acceptability of web-based ‘DRTB Patient Tracking and TB Laboratory Information System’ among healthcare providers in DR-TB treatment centres and TB laboratories in Bagmati province, Nepal.

**Method:** The study design was descriptive based on qualitative study approach. In-depth interviews and focus group discussions were conducted with health staffs at DRTB treatment centre and laboratory personnel in TB laboratories in Bagmati province, Nepal. Interview were recorded, transcribed, translated and analysed by thematic analysis approach. For this study, technology acceptance model (TAM) was applied to better understand the acceptability of web-based ‘DRTB patient tracking and TB laboratory information system’.

**Result:** Our results demonstrate that the information system designed to address the particular challenges of DRTB management (DRTB case notifying tracking and monitoring) are viewed as most useful among all participants. Although, participants expressed that the information system was easy and quick to generate the reports, they perceived lengthy and time-consuming feature of the information system and duplication of data as the major drawbacks. The study explored several barriers also; such as: internet issues, lack of human resource, lack up regular follow up and supervision from NTCC. Basic computer skills, trainings and support from NTCC were the main enabling factors.

**Conclusion:** Addressing the challenges and ensuring the essential facilities may help in the effective usage of the information system. As the recent study mainly focused on users’ perceptions and their attitudes towards the information system, the study recommends for further study to evaluate the data quality of the information system.



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AND TB LABORATORY  
INFORMATION SYSTEM AMONG HEALTHCARE PROVIDERS IN NEPAL: AN IMPLEMENTATION  
RESEARCH**

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