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Appendix

Appendix 1: Research Questionnaires

	Item	scale				
		1	2	3	4	5
	Performance Expectancy (PE)					
PE1	Fingerprints of responsible pharmacists, pharmacists companion, pharmacist assistants are registered on the iPOS Application to facilitate Procurement and Acceptance only with fingerprints (Paperless) to fulfill administrative requirements for procurement of pharmaceutical preparations at pharmacies					
PE2	Auto-forecasting in the iPOS application that is precise and easy to use for procurement is very helpful in planning the procurement of drugs so that the stock is not more and not less					
PE3	The iPOS application will automatically bring up the closest distributors according to the Auto-forecasting request that has been approved by the responsible pharmacist or procurement department at the pharmacy					
PE4	Product description in the application, at least the name of the pharmaceutical product and the manufacturer, the amount of stock, expiration date, price, and discount if any					
PE5	Delivery of goods can be done by the sales/courier of the PBF or by the service of delivering pharmaceutical products					
PE6	The application will read the consignee by the officer at the pharmacy on the day and time in real time					
PE7	Confirmed receipt of digital orders and invoices can be downloaded via the digital application or email sent by the iPOS application company					
PE8	Goods that have been confirmed 'received' will be automatically entered into the iPOS application at the INVENTORY figure with information at least the name of the product and factory, number of goods, no. batch, expired date, price, and drug layout according to the class					
PE9	Medicines that are urgently needed and must be given immediately (Cito) that come to the pharmacy can be ordered through the CITO figure on the iPOS application by uploading a prescription from the doctor concerned					
PE10	The CITO service on the iPOS application will provide recommendations for the nearest PBF / Pharmacy that has stock of the drug which can be delivered right away by the PBF or pharmacy relation					

PE11	The stock of Cito's purchased drugs will automatically enter the Inventory on the iPOS application so that it can be directly transacted with patients/customers in real time					
PE12	Consignment medicine can be carried out by users of the iPOS application with a consignment system provider company in the 'CONSIGNATION' service on the iPOS application					
PE13	Consigned products that have been received will be directly entered into the inventory of the iPOS application					
PE14	Clinics or doctor's practices or facilities that provide treatment polyclinics can work together with the nearest pharmacy to procure drugs or take drugs directly to the pharmacy					
PE15	Prescriptions from clinics or other treatment facilities that work with pharmacies in the iPOS application, namely in the form of digital prescriptions that go directly into the PRESCRIPTION REQUEST in the iPOS application					
PE16	Can find out new products for sale at pharmacies in the NEWS service on the iPOS application					
PE17	The name of the cashier holder for each shift will be recorded in the iPOS application to make it easier to track buying and selling activities					
PE18	Every type of transaction made at the Pharmacy will automatically deduct the electronic card stock on the iPOS					
PE19	Electronic stock cards / inventory on iPOS will be very useful to ensure the availability of stock on the computer with physical goods at the pharmacy as well as making it easier to search for products at the pharmacy					
PE20	Inventory services can also make it easier for Pharmacy officers to browse drugs according to the therapeutic class and alphabetically or can be adjusted according to the placement of goods made by the Pharmacy.					
PE21	Financial reports consisting of reports on product purchases at PBF, daily sales results, monthly sales results, consigned products sold, consignment products paid to the company, purchases and sales of Cito drugs can be accessed at iPOS by the responsible pharmacist and pharmacy facility owner (if The pharmacy does not belong to the responsible pharmacist)					
PE22	Drug margins can be determined automatically in the iPOS application, making it easier for users to determine the price of the product to be sold at a profit above the standard					

PE23	Prescription service transactions can be done separately from transactions for over the counter (OTC) drugs, medical devices, and other products available at pharmacies					
PE24	Joining the iPOS application makes it easier for pharmacists to sell pharmaceutical products, medical devices, and other products sold at pharmacies not only offline but also online which are connected automatically with the iPOS application specifically for customers/patients					
	Effort Expectancy (EE)					
EE1	Auto-forecasting can be used for direct orders on the iPOS Application according to the approval of the application user					
EE2	Auto-forecasting used for ordering in the Application can be reduced or increased in accordance with the approval of the Pharmacist/procurement department (amount on Auto-forecasting can be edited)					
EE3	Payments can be made with online credit provided by digital application companies with specified limits					
EE4	Payment can be made by transfer to a joint bank account belonging to a digital application company or by paying with a Virtual Account					
EE5	Barang yang berasal dari PBF harus sesuai fisik dengan surat pemesanan dan invoice dengan mencantumkan informasi paling sedikit nama produk farmasi dan pabrik pembuatnya, jumlah stok, expired date, no. batch, dan harga yang sesuai saat menawar					
EE6	The goods that come are adjusted to the digital order letter on the application as well as the digital invoice listed on the iPOS application					
EE7	Receipt of goods is done by recording an unboxing video in order to claim if there are goods that arrived not match between the order and invoice					
EE8	Receipt of goods is carried out by the responsible pharmacist, accompanying pharmacist, or assistant pharmacist on duty by confirming using the fingerprint of the pharmacist who has registered in the application.					
EE9	Items that do not match the order letter can be returned at the RETURN service on the iPOS application by sending proof of the unboxing video					
EE10	Cito drug payments are made directly and cannot be made on credit					

EE11	Cito drug acceptance is done by confirming 'Accept' using the fingerprints of the responsible pharmacist, accompanying pharmacist, and assistant pharmacist who is on duty at the pharmacy					
EE12	Users can consignment of certain medicinal products / vitamins / medical devices on the iPOS by cooperating with companies that provide medicinal products / vitamins / medical devices in accordance with the provisions set by the company					
EE13	The application for cooperation can be made in the iPOS application correctly and clearly so that it can benefit both parties (term of contract, products to be sold at pharmacies, number of products, and so on according to the provisions of the provider company)					
EE14	Payment for consigned drugs can be made after the drugs are sold at the pharmacy					
EE15	Cooperation agreement for consigned drugs within a certain period in accordance with company policy					
EE16	Consigned drug receipts are carried out the same as drugs that come from PBF					
EE17	Receipt of drugs is confirmed by using the fingerprint of the recipient on duty at the pharmacy whose fingerprint is already registered on the iPOS application					
EE18	Ordering consignment products can be done at the CONSIGNATION service on iPOS according to the needs of the pharmacy and the cooperation agreement between the pharmacy and the provider company					
EE19	In the PRESCRIPTION REQUEST feature on iPOS, if the prescription request is received by the Pharmacy, the digital stock in the iPOS will be automatically deducted so that it does not affect the real stock with notes paid off or not yet paid off					
EE20	Payment for prescription drugs from clinics or other polyclinic facilities can be made monthly by transfer to a joint account in the name of the iPOS application company which will later be channeled to the account of the clinic partner pharmacy.					
EE21	Sales of drugs/pharmaceutical products/other products available at pharmacies can be done at the CASHIER service on the easy-to-use iPOS application					
EE22	Rejection records of drug products to customers/patients can be made directly on the iPOS application to make it easier for pharmacies in planning the next drug procurement that is much needed by customers so as to reduce rejection of goods to customers/patients at pharmacies					

EE23	Drug margin can be determined by yourself in the iPOS application to determine the selling price of drugs in accordance with the provisions of the Pharmacy facility owner or the responsible Pharmacist					
EE24	In the iPOS system, users can do a stock take every three months to match the digital stock with the physical goods in the pharmacy as well as update and real-time goods at the pharmacy so that it can detect a shortage or excess stock of goods at the pharmacy which can be directly accessed from cellphones, laptops, or other means of communication					
	Social Influence (SI)					
SI1	The Indonesian Pharmacists Association (IAI) has the influence for me to use new technology to carry out Pharmacy duties and business					
SI2	Pharmacists colleagues who work at the Pharmacy influence me to use applications that are easy to use with more benefits					
SI3	The speaker of the professor of pharmacy at the Pharmacist Seminar influenced me to use new technology in carrying out my Pharmacy duties and business					
SI4	Colleagues who have a business in the pharmaceutical sector have influenced me to use new technology in carrying out my Pharmacy duties and business					
SI5	Changes in consumer behavior in shopping from offline to online have influenced me to use new technology that is integrated from upstream to downstream					
SI6	The intensity of the arrival of customers/patients to the pharmacy during the pandemic influenced me to use new technology in running the pharmacy business					
SI7	Difficulties in procuring goods at pharmacies affect me to use new technology that makes it easier to procure pharmaceutical products at pharmacies					
	Facilitating Condition (FC)					
FC1	Users of the integrated Pharmacy Operational System (iPOS) application can be downloaded on cellphones and only for pharmacists or facilities that already have permission and are not for the public					
FC2	The pharmacy has good internet facilities so it is easy to use the iPOS application on a computer or other communication tool at the pharmacy					

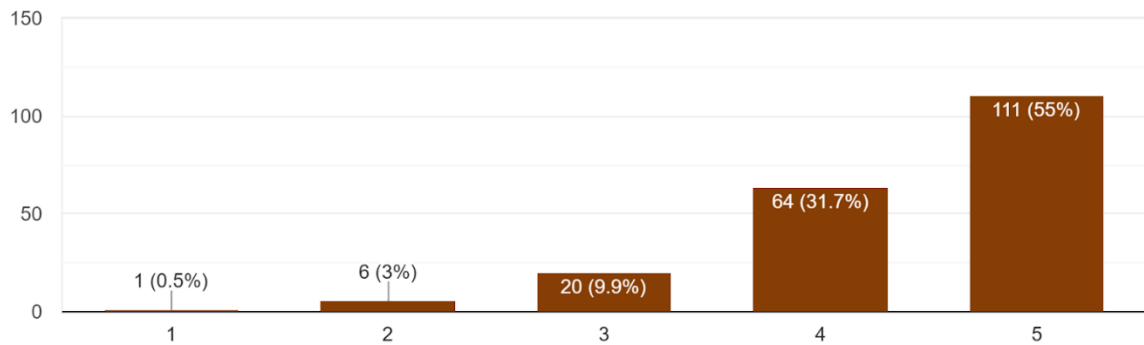
FC3	Users of the iPOS application can include a Pharmacy license and a permit from the responsible pharmacist, accompanying pharmacist, and pharmacist assistant in order to procure and receive goods at the pharmacy.					
FC4	The iPOS application can be downloaded via mobile phones, computers, laptops and other communication devices					
FC5	Availability of training for the use of the iPOS application is easy to obtain					
	Hedonic Motivation (HM)					
HM1	Using the iPOS mobile application will be very entertaining					
HM2	Using the iPOS mobile application will be fun					
HM3	Using the iPOS mobile application will be interesting					
	Price Value (PV)					
PV1	I don't mind paying for iPOS application services every day automatically at low rates to help the pharmacy business					
PV2	I don't mind paying monthly iPOS application services to help the pharmacy business					
PV3	I don't mind paying an annual iPOS application service to help the pharmacy business					
PV4	I don't mind paying for iPOS application services at a high cost with great features					
	Habit (HT)					
HT1	I have to use the iPOS mobile app					
HT2	Using mobile apps has become a habit for me					
HT3	I'm addicted to using mobile apps					
HT4	Using mobile apps has come naturally to me					
	Behavioral Intention (BI)					
BI1	I intend to use the iPOS application to make it easier to carry out tasks at the pharmacy					
BI2	I predict to use iPOS in doing business easily at the Pharmacy					
BI3	I plan to use the iPOS application on a smartphone, computer, or other communication tool to make it easier for me to carry out my pharmacy business from anywhere and anytime					
	Measuring – Action (MA)/ Use Behavior (UB)					

MA1	I have used the online application at the pharmacy to carry out pharmaceutical activities at the pharmacy					
MA2	I've used an online application at the pharmacy to make it easier for me from procurement of goods to sales					
MA3	I've used an integrated online application for selling goods at the pharmacy					
MA4	I have used the online application at the pharmacy to procure goods at the pharmacy					

Appendix 2: Social influence variable results

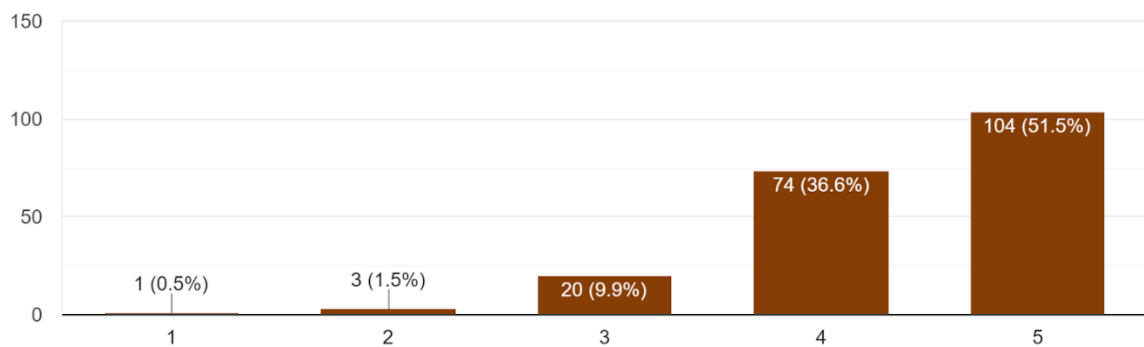
The Indonesian Pharmacists Association (IAI) has the influence for me to use new technology to carry out Pharmacy duties and business

202 responses



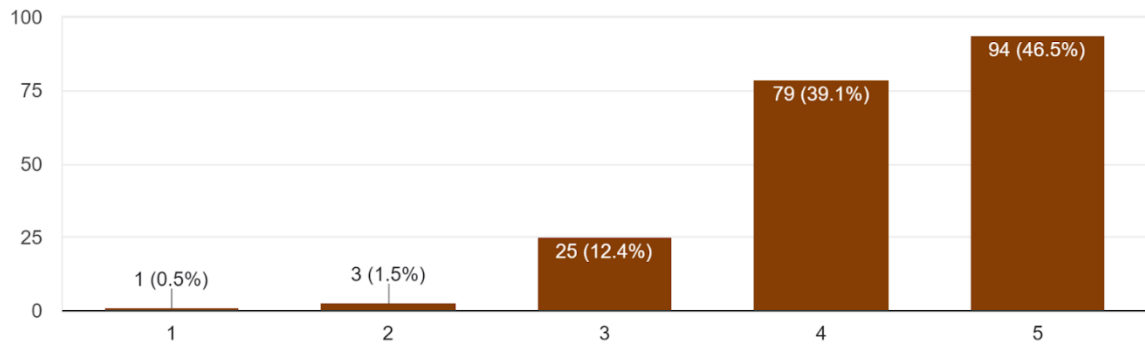
Pharmacists colleagues who work at the Pharmacy influence me to use applications that are easy to use with more benefits

202 responses



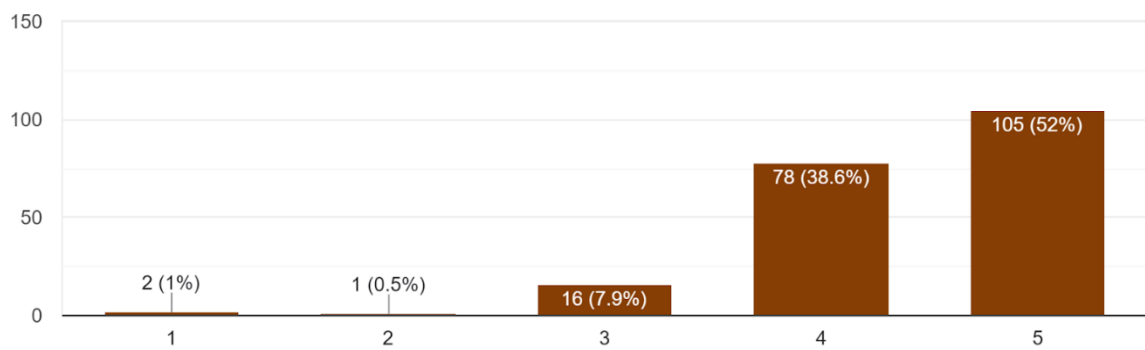
The speaker of the professor of pharmacy at the Pharmacist Seminar influenced me to use new technology in carrying out my Pharmacy duties and business

202 responses



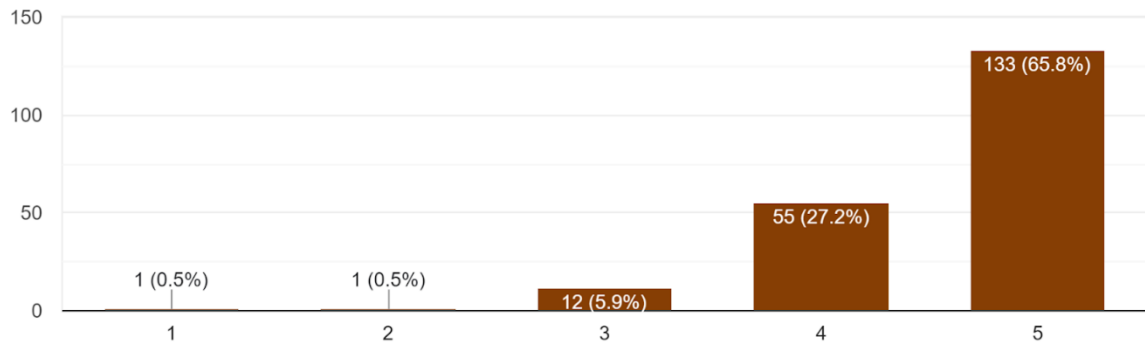
Colleagues who have a business in the pharmaceutical sector have influenced me to use new technology in carrying out my Pharmacy duties and business

202 responses



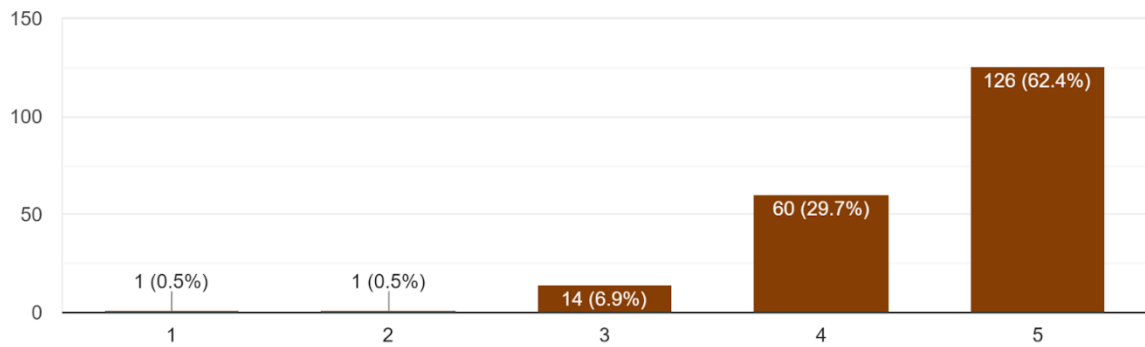
Changes in consumer behavior in shopping from offline to online have influenced me to use new technology that is integrated from upstream to downstream

202 responses



The intensity of the arrival of customers/patients to the pharmacy during the pandemic influenced me to use new technology in running the pharmacy business

202 responses



Difficulties in procuring goods at pharmacies affect me to use new technology that makes it easier to procure pharmaceutical products at pharmacies

202 responses

