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Μεταπτυχιακό Πρόγραμμα Σπουδών
Διοίκηση Μονάδων Υγείας

Διπλωματική Εργασία

**Αποδοχή της τεχνητής νοημοσύνης από τους επαγγελματίες υγείας
στο πλαίσιο του ψηφιακού μετασχηματισμού των νοσοκομείων**

Χρυσούλα Πασχαλίδου

Επιβλέπων καθηγητής: Ιωάννης Αποστολάκης

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Περίληψη

Εισαγωγή: Η αυξανόμενη ενσωμάτωση της Τεχνητής Νοημοσύνης (TN) στα συστήματα υγείας καθιστά αναγκαία τη διερεύνηση των παραγόντων που επηρεάζουν την αποδοχή της από τους επαγγελματίες υγείας, καθώς η αξιοποίησή της αναμένεται να συμβάλει στη βελτίωση της ποιότητας των υπηρεσιών και στον ψηφιακό μετασχηματισμό της φροντίδας υγείας.

Σκοπός: Η παρούσα μελέτη διερευνά την πρόθεση χρήσης συστημάτων TN από επαγγελματίες υγείας και τους παράγοντες που την επηρεάζουν, μέσω ενός ενοποιημένου θεωρητικού πλαισίου βασισμένο στο Μοντέλο Αποδοχής Τεχνολογίας και στην κλίμακα εμπιστοσύνης S-TIAS.

Μέθοδος: Πραγματοποιήθηκε συγχρονική ποσοτική μελέτη σε δείγμα 107 επαγγελματιών υγείας. Τα δεδομένα συλλέχθηκαν μέσω δομημένου ηλεκτρονικού ερωτηματολογίου και αναλύθηκαν με απλή και πολλαπλή γραμμική παλινδρόμηση στο SPSS. Επιπλέον, αναλύθηκαν περιγραφικά οι απαντήσεις δύο ανοικτών ερωτήσεων για τη συμπληρωματική διερεύνηση παραγόντων αποδοχής της TN.

Αποτελέσματα: Η αντιλαμβανόμενη χρησιμότητα ($\beta \approx 0,32-0,42$, $p < 0,001$) και η στάση απέναντι στη χρήση ($\beta \approx 0,36-0,44$, $p < 0,001$) αναδείχθηκαν ως οι ισχυρότεροι προβλεπτικοί παράγοντες της πρόθεσης χρήσης της TN. Αντίθετα, η αντιλαμβανόμενη ευκολία χρήσης και η εμπιστοσύνη δεν παρουσίασαν άμεση στατιστικά σημαντική επίδραση, ενώ η ευκολία χρήσης επηρέασε σημαντικά τη χρησιμότητα και τη στάση. Η εμπιστοσύνη διαμορφώθηκε κυρίως μέσω της στάσης. Η χρήση ή/και εκπαίδευση στην TN στον εργασιακό χώρο συσχετίστηκε θετικά με την πρόθεση χρήσης, ενώ ο υψηλός βαθμός άμεσης αλληλεπίδρασης με ασθενείς παρουσίασε αρνητική επίδραση. Δημογραφικά χαρακτηριστικά, όπως φύλο, ηλικία και επίπεδο εκπαίδευσης, δεν βρέθηκαν στατιστικά σημαντικά. Οι απαντήσεις ανοικτού τύπου ανέδειξαν την εκπαίδευση, την αξιοπιστία, την ασφάλεια των δεδομένων και τη διατήρηση του ανθρωποκεντρικού χαρακτήρα της φροντίδας ως βασικές προϋποθέσεις αποδοχής της TN.

Συμπεράσματα: Η αποδοχή της TN στο χώρο της υγείας φαίνεται να διαμορφώνεται κυρίως από γνωστικούς και εμπειρικούς παράγοντες και λιγότερο από δημογραφικά

χαρακτηριστικά. Τα ευρήματα υπογραμμίζουν την ανάγκη ενίσχυσης της αντιλαμβανόμενης χρησιμότητας, της θετικής στάσης και της εκπαίδευσης των επαγγελματιών υγείας, καθώς και της προσαρμογής των τεχνολογικών εφαρμογών στις απαιτήσεις της καθημερινής πρακτικής.

Λέξεις - Κλειδιά

Τεχνητή Νοημοσύνη, Μοντέλο Αποδοχής Τεχνολογίας, Εμπιστοσύνη, Ψηφιακός Μετασχηματισμός Νοσοκομείων, Επαγγελματίες Υγείας

Healthcare Professionals' Acceptance of Artificial Intelligence within the Framework of Hospital Digital Transformation

Chrysoula Paschalidou

Abstract

Introduction: The increasing integration of Artificial Intelligence (AI) into healthcare systems necessitates the investigation of the factors influencing its acceptance among healthcare professionals, as its utilization is expected to contribute to the improvement of service quality and the digital transformation of healthcare delivery.

Aim: The present study investigates healthcare professionals' intention to use AI systems and the factors influencing it, through an integrated theoretical framework based on the Technology Acceptance Model (TAM) and the S-TIAS Trust scale.

Method: A cross-sectional quantitative study was conducted on a sample of 107 healthcare professionals. Data were collected through a structured electronic questionnaire and analyzed using simple and multiple linear regression in SPSS. Additionally, responses to two open-ended questions were descriptively analyzed to further explore factors influencing the acceptance of AI.

Results: Perceived usefulness ($\beta \approx 0.32-0.42$, $p < 0.001$) and attitude toward use ($\beta \approx 0.36-0.44$, $p < 0.001$) emerged as the strongest predictors of intention to use AI. In contrast, perceived ease of use and trust did not demonstrate a direct statistically significant effect, although ease of use significantly influenced both perceived usefulness and attitude. Trust was primarily shaped through attitude. The use of and/or training in AI within the workplace was positively associated with intention to use, whereas a high degree of direct interaction with patients showed a negative effect. Demographic characteristics, such as gender, age, and educational level, were not found to be statistically significant. Open-ended responses highlighted education, reliability, data

security, and the preservation of the human-centered nature of care as key prerequisites for the acceptance of AI.

Conclusions: The acceptance of AI in healthcare appears to be primarily shaped by cognitive and experiential factors rather than demographic characteristics. The findings underscore the need to strengthen perceived usefulness, foster positive attitudes, and enhance the education and training of healthcare professionals, as well as to adapt technological applications to the demands of everyday clinical practice.

Keywords

Artificial Intelligence, Technology Acceptance Model, Trust, Hospital Digital Transformation, Healthcare Professionals

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