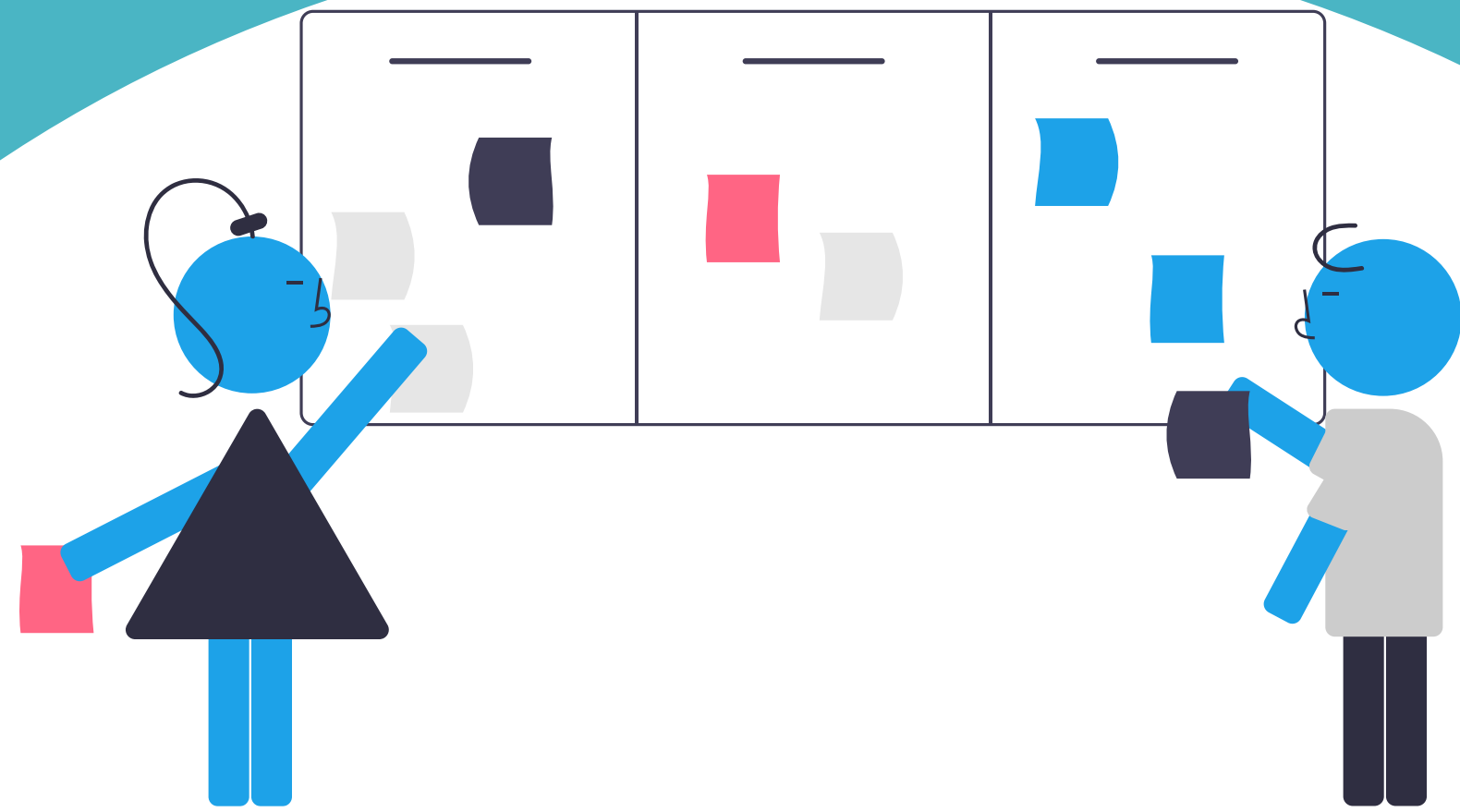




USING THEORY OF PLANNED BEHAVIOR TO EXPLORE HOSPITAL EMPLOYEES' BEHAVIORAL INTENTIONS OF THE IMPLEMENTATION OF LEAN HEALTHCARE

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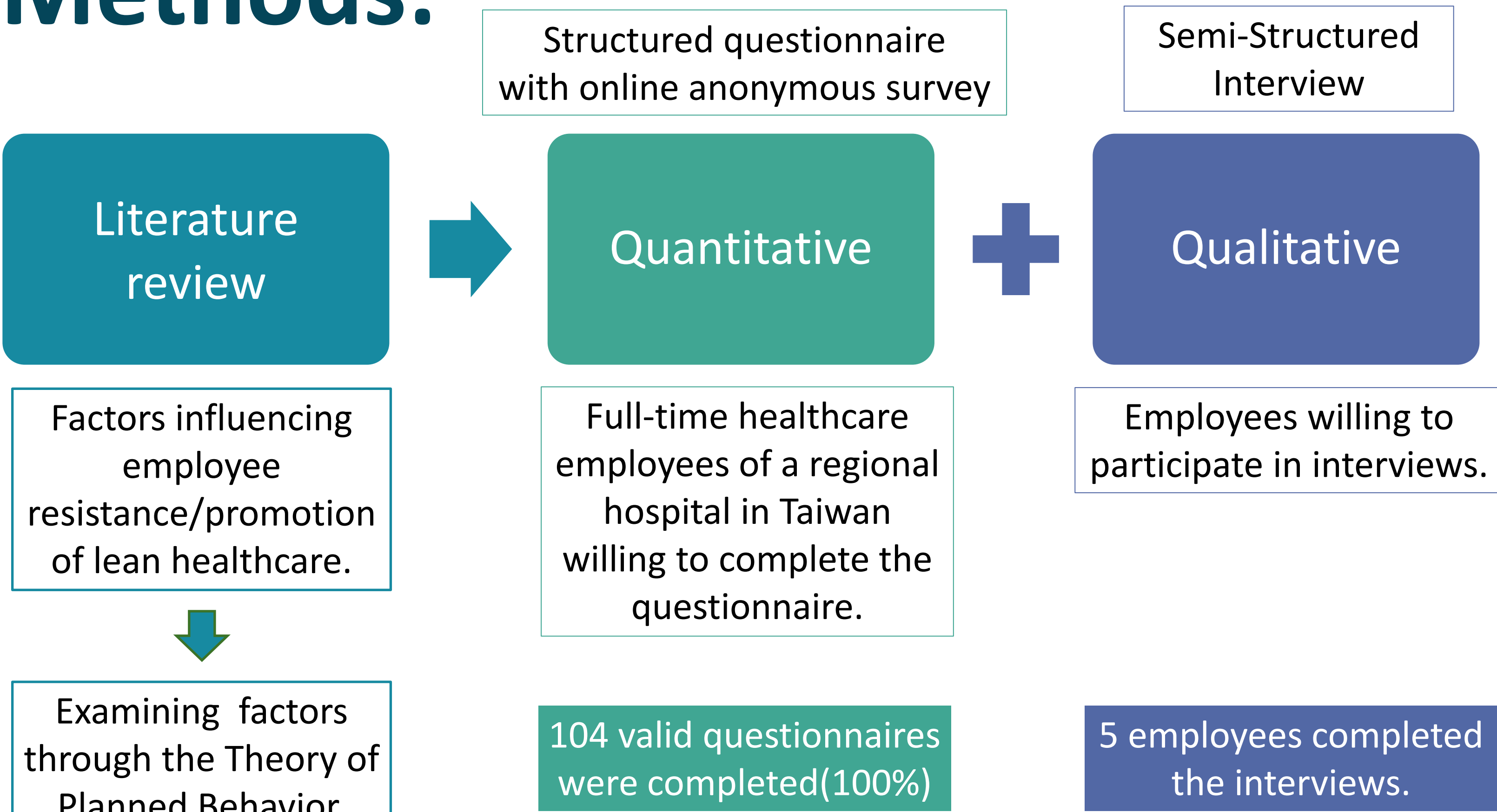
Introduction:

Since sustainability is a crucial issue after the implementation of lean healthcare, obtaining employee support and understanding the difficulties or facilitators are necessary for the establishment and promotion of the management strategy.

This study aims to understand the employees' behavioral intention to support the lean healthcare in the early stage of implementation and the related factors.

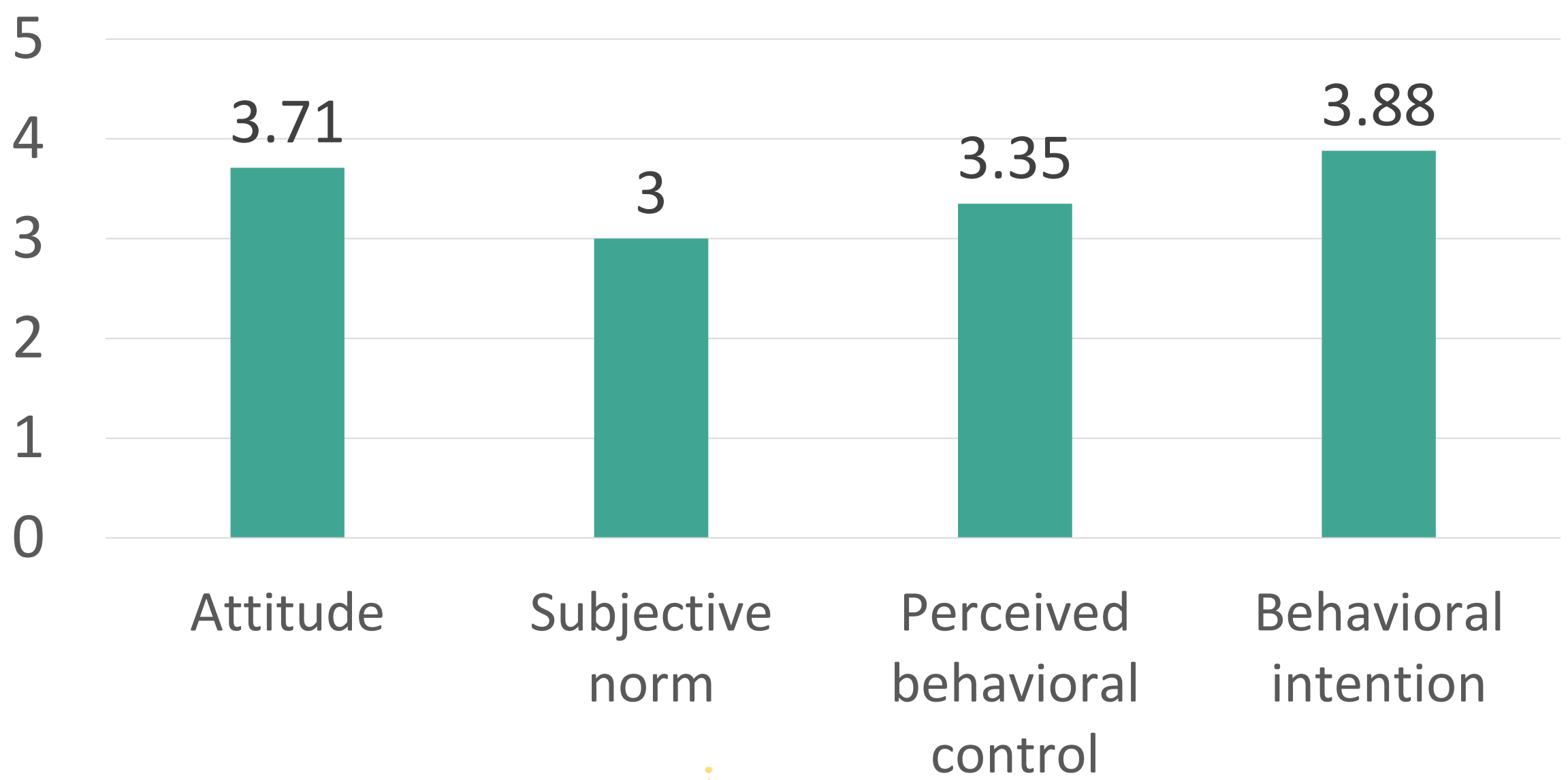


Methods:



- Investigation time : November 2022 to December 2022
- Statistical method : Multivariate regression models

Results:



Attitude "believing that lean healthcare implementation will improve the quality of health care"

Subjective norm "supervisors" had the strongest influence

Perceived behavioral control "pleasant interdepartmental collaboration"

Table1 Multivariate regression models analysis is conducted to examine the factors influencing employees' behavioral intention to support the implementation of Lean Healthcare(Enter method).

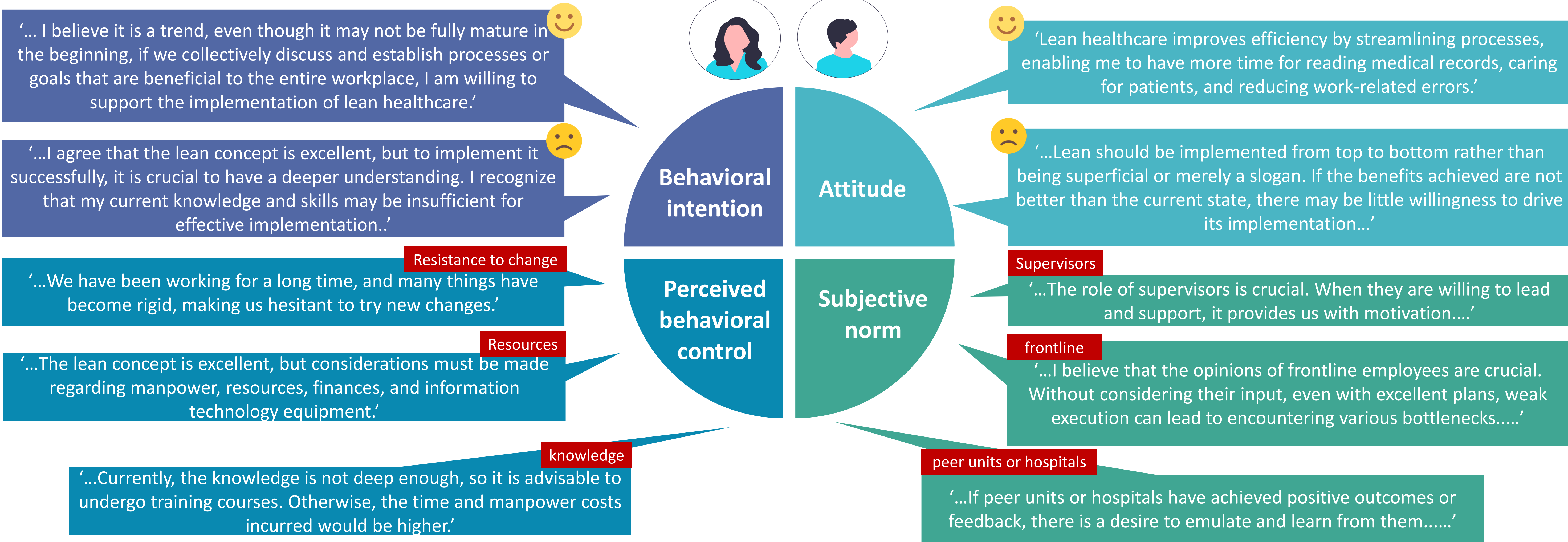
	Variable	β	95% CI	F	R ²	Adj.R ²
Model 1	Attitude	0.380	0.097,0.663	55.31***	62.4%	61.3%
	Subjective norm	0.320	0.171,0.468			
	Perceived behavioral control	0.351	0.007,0.695			
Model 2	Attitude	0.347	0.003,0.691	9.16***	66%	58.8%
	Subjective norm	0.322	0.151,0.494			
	Perceived behavioral control	0.377	-0.027,0.780			

Note : ***p<0.0001 : Age, gender, education level, occupation, with a management position or not, with the familiarity of lean knowledge or not were included in the Model 2.

Table2 Subgroup analysis by the familiarity of lean knowledge or not (Enter mothod).

Variable	Familiarity with Lean knowledge			Lack of familiarity with Lean knowledge		
	β	95% CI	Adj.R ²	β	95% CI	Adj.R ²
Attitude	0.161	-0.249,0.572	71.7%	0.606	-0.129,1.340	46.1%
Subjective norm	0.339	0.126,0.551		0.240	-0.067,0.548	
Perceived behavioral control	0.498	0.029,0.967		0.016	-0.879,0.911	
Age: 31~40 [#]	0.799	0.170,1.428		-0.618	-1.260,0.024	
Age: 41~50 [#]	0.735	0.089,1.382		-0.264	-1.178,0.650	

Note : [#] reference group Age≤30 : Age, gender, education level, occupation, with a management position or not, were included in the Subgroup analysis model.



Conclusion:

- In this study, that employees' behavioral intention of supporting the lean strategy tends to be neutral.
- Attitude and subjective norm have the greatest influence on behavioral intention.
- However, among employees familiar with lean knowledge, subjective norms and perceived behavioral control have a stronger impact on behavioral intention.