

Systematic Literature Review and Bibliometric Analysis of Technology Acceptance Model 2: Trends, Applications, and Future Directions

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Abstract: The Technology Acceptance Model 2 (TAM 2) has become a widely used theoretical framework for analysing technology adoption factors across various contexts. This study systematically reviews 22 Scopus-indexed articles to examine the development, patterns, and implications of TAM 2 across healthcare, education, consumer technology, and organisational settings. The analysis demonstrates TAM 2's continued relevance due to its adaptability in integrating social factors (e.g., subjective norms and image) and cognitive factors (e.g., job relevance and output quality) to predict technology adoption. Geographically, TAM 2 research is predominantly conducted in East Asian countries such as Taiwan and South Korea, with significant contributions from the United States and Europe. Key findings highlight the central role of Perceived Usefulness (PU) and Perceived Ease of Use (PEOU) as mediators between external variables and actual usage intentions and behaviours. However, the impact of specific factors, such as Result Demonstrability and Voluntariness, varies across contexts. This study also identifies opportunities to advance TAM 2 through integration with other models, such as UTAUT, and through exploration in new regions and emerging technologies. Practically, these findings guide the development of more user-centric technologies by considering social, cognitive, and contextual factors.

Keywords: Technology Acceptance Model 2; Technology Adoption, Perceived usefulness; Perceived Ease of Use; Systematic Review; Consumer Technology; Healthcare Sector; Result Demonstrability.

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1. Introduction

In the digital age, understanding how individuals accept and adopt new technologies has become a central concern in fields ranging from education and healthcare to business and e-commerce. One of the most widely recognised frameworks to explain this phenomenon is the Technology Acceptance Model (TAM), originally introduced by Davis [10], and its extended version,

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the Technology Acceptance Model 2 (TAM 2), developed by Venkatesh and Davis [24]. TAM 2 builds on the foundational constructs of perceived usefulness and perceived ease of use by incorporating social influence processes such as subjective norms and image, thereby enhancing the model's explanatory power in both organisational and individual user contexts [9]. Given the growing reliance on digital systems and platforms in everyday life, conducting a Systematic Literature Review (SLR) on TAM 2 is essential to synthesise current knowledge and identify evolving patterns, gaps, and trends. TAM 2 has been widely applied across various domains, including education, e-learning, financial technology, healthcare, and cloud-based academic systems [21]; [15]; [2]; [5]; [1]. These studies have consistently shown that perceived usefulness, perceived ease of use, and behavioural intention are significant predictors of technology acceptance. However, the model's effectiveness is often moderated by contextual variables such as user roles, system complexity, and cultural settings. In response to the limitations of the original model, researchers have sought to extend TAM 2 by introducing additional constructs such as trust, enjoyment, self-efficacy, and facilitating conditions [19].

While these extensions improve the model's predictive capability, they also introduce variation that can hinder comparative interpretation across studies. Hence, a systematic approach is needed to organise, categorise, and critically evaluate these diverse applications. Despite TAM 2's widespread adoption, some scholars argue that it lacks robust predictive power for actual technology use, as behavioural intention does not always translate into actual behaviour [16]. Additionally, only a limited number of studies have attempted to compare TAM 2 with alternative frameworks, such as the Unified Theory of Acceptance and Use of Technology (UTAUT), to test its relative performance and theoretical rigour. These gaps suggest a need for a comprehensive literature review that not only assesses the current application of TAM 2 but also lays the groundwork for its theoretical refinement [25]. This study aims to provide a thorough, systematic literature review of TAM 2, exploring its conceptual development, contextual applications, model extensions, and methodological approaches. To guide this review, the following research questions are formulated:

- **RQ1:** Is the exploration of TAM 2 still a subject of significance for future research?
- **RQ2:** What is the distribution of research related to the TAM 2?
- **RQ3:** What are the theoretical and practical implications from a future research perspective?

This study employs a combination of Systematic Literature Review (SLR) and Bibliometric Analysis to address the three research questions. SLR was selected as an effective method to synthesise findings from previous studies, revealing knowledge gaps, developmental patterns, and future research agendas. It also produced evidence-based recommendations relevant to policy-making, practical implementation, and further research. This approach ensures that research findings are based on a comprehensive collection of studies reflecting actual conditions, while simultaneously identifying areas requiring more in-depth exploration [12]. Meanwhile, bibliometric analysis serves as a complementary method by quantifying the distribution and impact of scholarly publications on the Technology Acceptance Model 2. Utilising VOSviewer software and the Scopus database, this study will examine academic works about the Technology Acceptance Model 2 from various accredited journals, with a publication cutoff date of June 18, 2025. This methodological combination facilitates the creation of a comprehensive research development map and provides a holistic understanding of this field's dynamic progress and future research prospects.

2. Literature Review

The Technology Acceptance Model 2 (TAM 2) represents a significant evolution of the original TAM framework, incorporating additional social and cognitive factors that influence technology adoption. Developed to address the limitations of TAM, TAM 2 introduces key constructs such as social influence processes (subjective norm, voluntariness, and image) and cognitive instrumental processes (job relevance, output quality, and result demonstrability) to better predict user behaviour [24]. This enhanced model has been widely applied across various domains, demonstrating its versatility in explaining technology acceptance in different contexts. In healthcare settings, TAM 2 has proven particularly valuable for understanding clinician adoption of new technologies. Studies show that perceived usefulness and ease of use significantly influence clinicians' acceptance of mobile applications for patient care [13]; [27]. For instance, translation apps for brief clinical interactions were found to be both useful and easy to use, though management support was identified as crucial for successful implementation [13]. Similarly, mobile apps for conditions such as frozen shoulder demonstrated high acceptance rates (4.5/5 for usefulness, 4.8/5 for ease of use) and demonstrated significant clinical benefits [27]. However, barriers such as workflow compatibility issues and the need for training, especially among older users, highlight the importance of considering contextual factors in implementation [4].

The education sector has also extensively utilised TAM 2 to examine technology adoption. Research on e-assessment systems revealed that perceived usefulness significantly influences students' behavioural intentions, while training requirements emerged as a critical factor for successful implementation [11]. During the COVID-19 pandemic, TAM 2 helped explain instructors' high acceptance of online teaching, though challenges with interaction and assessment were noted [18]. Recent studies have applied TAM 2 to understand student use of AI tools, identifying trust and perceived opportunity costs as additional

determinants in educational contexts [14]. Consumer technology adoption studies using TAM 2 have yielded important insights into post-adoption behaviour. Research on mobile wallets in developing countries found that perceived security, trust, and ubiquity positively impact perceived usefulness and ease of use, while perceived risk negatively affects ease of use [3]. Interestingly, subjective norm was found to have no significant influence on continuance intention in this context. Similarly, studies on exergames for elderly users revealed that perceived usefulness and playfulness relate to usage behaviour, with social influence affecting intention to use physical exergames [6].

The application of TAM 2 in organisational settings has provided valuable insights into workplace technology adoption. In healthcare organisations, studies on Tablet PC adoption by nurses showed that subjective norm, job relevance, and output quality influence perceived usefulness, while personal innovativeness significantly affects usage intention [22]. Research on telehealth adoption found that cognitive processes outweigh social impacts in influencing perceived usefulness and intention to use [22]. These findings collectively demonstrate TAM 2's robustness in explaining technology acceptance across various organisational contexts. This comprehensive review of TAM 2 applications underscores the model's adaptability and continued relevance in technology acceptance research. The consistent findings across diverse domains—healthcare, education, consumer technology, and organisations—validate TAM 2's core constructs while highlighting the importance of contextual factors in technology adoption. Future research could further explore the model's application in emerging technologies and cross-cultural contexts to enhance our understanding of technology acceptance dynamics (Table 1).

Table 1: Defining elements of the technology acceptance model 2

No.	Defining Factors of Technology Acceptance Model 2	Reference
1	Technology Acceptance Model 2 (TAM 2) is an extension of the original Technology Acceptance Model (TAM) that incorporates additional factors influencing technology adoption, such as social influence and cognitive instrumental processes. It theorises that perceived usefulness (PU) and perceived ease of use (PEOU) are key antecedents to users' attitudes toward adopting technology, which are influenced by external factors.	[28]
2	The Technology Acceptance Model 2 (TAM 2) theorises that external factors directly affect perceived usefulness and perceived ease of use of an information system, which are critical antecedents of the intention to continue using the system.	[3]
3	The Technology Acceptance Model 2 (TAM 2) is a framework for predicting the acceptance of health information technology, focusing on factors such as ease of use, perceived usefulness, and social influence on the intention to use the technology.	[13]
4	Technology Acceptance Model 2 (TAM 2) is an extension of the original Technology Acceptance Model (TAM) that addresses its limitations regarding perceived usefulness. TAM 2 incorporates cognitive instrumental processes, such as job relevance and perceived ease of use, as well as social influence processes, including subjective norm and image, to explain users' behavioural intentions towards technology adoption.	[11]
5	The Technology Acceptance Model 2 (TAM 2) is an extension of the original TAM, emphasising user perceptions and including determinants of perceived usefulness such as subjective norms, job relevance, output quality, and result demonstrability. It aims to understand factors influencing technology acceptance, particularly in online teaching contexts.	[18]
6	The Technology Acceptance Model 2 (TAM 2) is a framework for understanding user acceptance of technology, focusing on perceived ease of use and perceived usefulness. It includes cognitive factors such as job relevance, output quality, and result demonstrability, as well as social factors like subjective norm, image, and voluntariness, which indirectly influence usage intention.	[4]
7	The Technology Acceptance Model 2 (TAM 2) is an extension of the original TAM, designed to explain perceived usefulness and usage intentions by incorporating social influence factors (subjective norm, voluntariness, and image) and cognitive instrumental processes (job relevance, output quality, result demonstrability, and perceived ease of use).	[8]
8	The Technology Acceptance Model 2 (TAM 2) is a framework for assessing users' acceptance of technology, focusing on perceived usefulness and perceived ease of use. In the study, TAM 2 scores indicated high perceived usefulness (4.5/5), ease of use (4.8/5), and intention to use (4.4/5) for the app Defrozen.	[27]
9	The Technology Acceptance Model 2 (TAM 2) extends the original TAM by incorporating additional constructs such as social influence practices (subjective norm, voluntariness, and image) and cognitive factors (job relevance, output quality, and result demonstrability) to better predict technology adoption behaviours.	[22]

10	The Technology Acceptance Model 2 (TAM 2) is a framework that explains the drivers of technology adoption, focusing on users' perceptions of a technology's ease of use and usefulness. It incorporates factors such as social norms and opportunity costs, particularly in the context of education and AI tools for university-related tasks.	[14]
11	The Technology Acceptance Model 2 (TAM 2) is an extension of the original TAM, proposed by Venkatesh and Davis [24], which incorporates social influence processes (such as subjective norms and image) and cognitive instrumental processes (including job relevance and output quality) to assess users' behavioural intentions toward new technologies.	[6]
12	The Technology Acceptance Model 2 (TAM 2) is an extension of the original Technology Acceptance Model, proposed by Venkatesh and Davis [24]. It identifies perceived usefulness and perceived ease of use as key determinants influencing the intention to use technology. Additionally, it incorporates variables such as subjective norm, image, job relevance, output quality, and result demonstrability that affect perceived usefulness.	[20]

3. Method and Analysis

A systematic literature review using a bibliometric approach quantitatively evaluates the literature to identify trends, patterns, and key research entities within a discipline. Using a framework such as PRISMA ensures that the literature review is comprehensive and replicable, providing a clear and transparent picture of the topic under review. The inclusion criteria were: (1) articles published up to 18 June 2025, (2) publications in English, and (3) focusing on the topic of Technology Acceptance Model 2. Bibliometric analysis was conducted using VOSViewer software, and visualisation of bibliographic data was employed to analyse citation networks, author collaboration, and co-occurring keywords, aiming to reveal the intellectual structure and dynamics within a research field. The combination of bibliometric analysis and systematic reviews helps researchers synthesise empirical findings and map the landscape of research activity, including identifying key contributors and emerging trends.

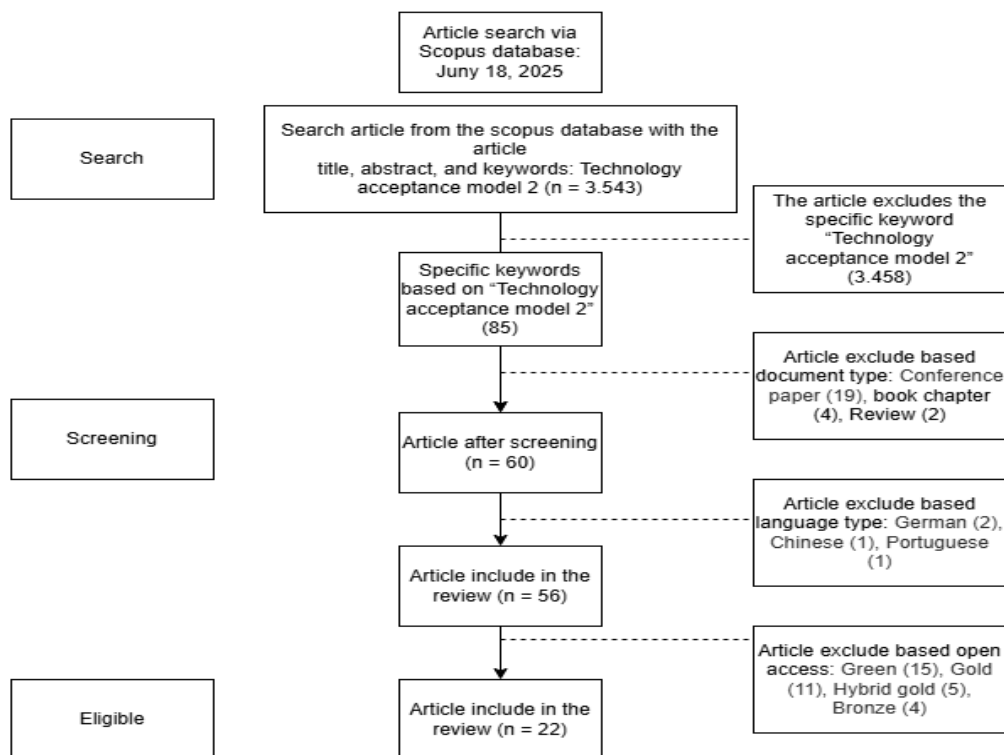


Figure 1: Systematic literature review information flow using PRISMA

The integration of these two approaches provides a comprehensive picture. The initial stage of this scientific review involves selecting keywords using a macro (top-down) methodology, starting with a broad search and narrowing to more focused studies and topics. Therefore, after evaluating the limitations of previous research and the lack of studies on the Technology Acceptance Model 2, this research integrates the keyword 'Technology Acceptance Model 2' as the focal point in the article title, abstract,

and keyword sections. In addition, the database researchers use Scopus for various investigative purposes, including conducting literature reviews, identifying experts in a particular field, and monitoring research trends.

Figure 1 illustrates the systematic process of conducting a Systematic Literature Review (SLR) of articles that discuss the Technology Acceptance Model 2 (TAM 2) using the Scopus database. The search was conducted on 18 June 2025 using keywords in the title, abstract, and keyword sections of the articles, resulting in 3,543 articles. Of these, 3,458 did not contain the specific keyword ‘Technology acceptance model 2’ and were excluded from the process. After the initial screening, 85 articles remained, which were then further selected based on document type, where conference papers (19), book chapters (4), and reviews (2) were also eliminated, resulting in 60 articles. Next, selection was made based on publication language, and articles in German (2), Chinese (1), and Portuguese (1) were excluded, leaving 56 articles. In the final stage, 34 articles were excluded based on open-access type: green (15), gold (11), hybrid gold (5), and bronze (4). The final result of this selection process was 22 articles that met all inclusion criteria and were suitable for further analysis in a systematic study on TAM 2. This process ensured that the literature review conducted was rigorous, transparent, and valid. This document was further analysed in this study to answer RQ1: Is the exploration of TAM 2 still significant for future research? RQ2: What is the distribution of research related to the Technology Acceptance Model 2? RQ3: What are the theoretical and practical implications from a future research perspective?

4. Result and Discussion

This study focuses on findings from 22 articles in the Scopus database on the Technology Acceptance Model 2. This data is sourced from identifying the number of articles published, publications throughout the year, and journal sources. This study will also highlight the most influential elements in the Technology Acceptance Model 2, including authors, affiliations, and countries involved.

- **RQ1:** Is the exploration of TAM 2 still a subject of significance for future research?

Based on data obtained from the Scopus database, 22 scientific articles explicitly use or discuss the Technology Acceptance Model 2 (TAM 2) from 2013 to 2025. This publication pattern shows an interesting dynamic, reflecting the development of interest in and academic focus on this technology acceptance model.

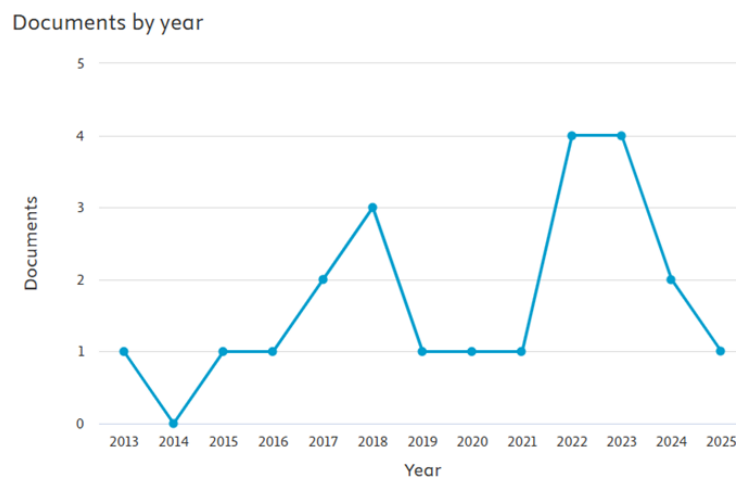


Figure 2: Number of technology acceptance model 2 publications

Figure 1 shows that, in the early years, particularly between 2013 and 2018, there was relatively slow but steady growth, with the number of articles increasing gradually and peaking in 2018 with three publications. After that, there was a significant decline from 2019 to 2021, with only one article published per year. However, this phase did not last long. In 2022 and 2023, there was a sharp increase in the number of publications, each reaching four articles, making it the most productive period in the past decade. After that, the trend declined again in 2024 and 2025. This phenomenon shows that TAM 2 still has strong theoretical and practical appeal, especially in the context of rapid technological change and the need for organisations and individuals to understand the factors that influence the acceptance of new technologies. The surge in publications in 2022–2023 is likely linked to the increased adoption of digital technologies post-pandemic, such as online learning systems, e-health platforms, mobile applications, and digital transformation in the public sector. Unlike the classic TAM, TAM 2 expands the

scope of variables by incorporating social and organisational aspects, such as subjective norm, image, job relevance, output quality, and result demonstrability (Figure 2).

These variables make TAM 2 superior in analysing technology acceptance in complex social or organisational contexts, making it a highly relevant analytical tool to this day. Although the number of publications has not been consistent every year, this does not necessarily indicate a decline in relevance. Instead, these fluctuations reflect shifts in research focus and the use of alternative models, such as UTAUT or TAM 3. However, the resurgence of TAM 2 in recent years indicates a need to understand technology acceptance from a more social and contextual perspective. Four recent studies demonstrate the flexibility and relevance of the Technology Acceptance Model 2 (TAM 2) in various contexts. Obidat et al. [3] examined the post-adoption phase of mobile wallets in Jordan by adding variables such as trust, security, and risk. They found that these factors influence the intention to continue using the technology. Zhu and Zhang [18] examined faculty acceptance of online teaching in the US post-pandemic, finding that while technology is perceived as beneficial and easy to use, pedagogical challenges persist. Wang et al. [26] extended TAM 2 in the context of targeted digital advertising by incorporating perceived risk and using PLS-SEM and ANN approaches to uncover nonlinear relationships among variables. Meanwhile, Doo [17] applied TAM 2 in a flipped classroom, grouping students based on perceptions and social influence, and found significant differences in learning intentions and engagement. These four studies confirm that TAM 2 remains relevant and adaptive in addressing the dynamics of current technology adoption.

- **RQ2:** What is the distribution of research related to the Technology Acceptance Model 2?

An analysis of the distribution of research on the technology acceptance model 2 across 22 articles was conducted by classifying the articles by country, region, affiliation, source, and author, and by open-access status. Understanding the dissemination of knowledge related to the technology acceptance model 2 will be very useful for academics and practitioners in formulating future research agendas, particularly in the context of sustainable development. The distribution of scientific studies related to Technology acceptance model 2 based on country or geographical region is dominated by Taiwan with seven articles, followed by South Korea with four articles, the United States with three articles, Austria with two articles, Germany with two articles, China with 1 article, Denmark with 1 article, France with 1 article, India with 1 article, and Jordan with 1 article (Figure 3).

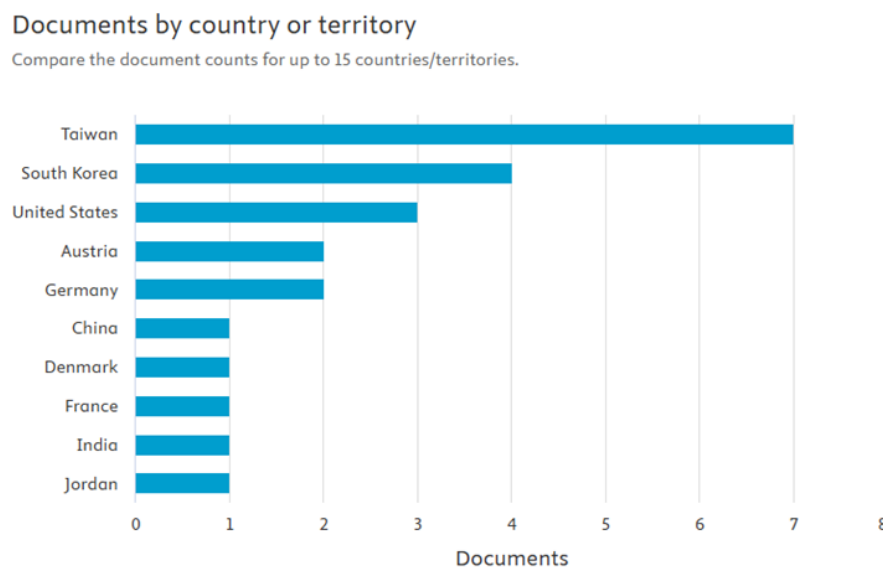


Figure 3: Number of articles by country or territory

From this data, it can be concluded that research on the Technology Acceptance Model 2 (TAM 2) has a global reach, attracting attention across various regions. However, there is a strong concentration in certain countries. Taiwan's dominance with seven articles and South Korea's with four articles indicate that East Asia is the main focus of attention in the development and application of TAM 2, most likely due to the region's high adoption of technology and digital development. The United States, as a country with an advanced research ecosystem, also makes a significant contribution with three articles, indicating that TAM 2 remains relevant in a Western context. Additionally, participation from countries such as Austria, Germany, France, Denmark, India, China, and Jordan reflects a fairly even distribution of interest in TAM 2 across various social, cultural, and technological contexts. The above findings show a map of collaboration between countries in the development of the Technology Acceptance Model 2. Taiwan appears to be the centre of research activity, with strong links to South Korea, the

United States, Austria, and Germany. This highlights Taiwan's important role in promoting global collaboration. Strong collaboration in East Asia and the involvement of Western countries indicate that the development of TAM 2 is cross-border and globally relevant, reflecting the growing trend toward collaborative and interdisciplinary research. Research on the Technology Acceptance Model 2, based on the institutions that have contributed most to TAM 2 research, includes Kangwon National University, Chang Gung University, and Chang Gung Memorial Hospital, each with two documents (Figure 4).

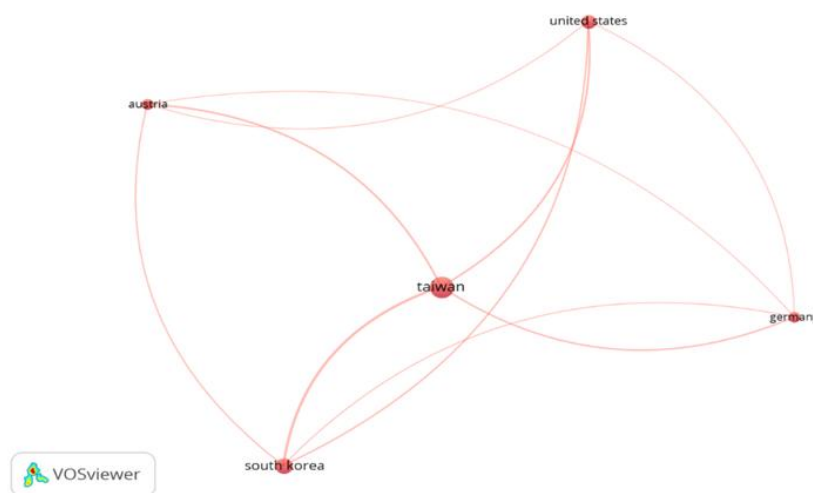


Figure 4: Network country visualisation

Additionally, several institutions each contributed one document. The Departments of Psychology and Psychiatry, Klinikum Fürth, University Hospital Salzburg SALK, University of Applied Sciences Salzburg, Clinical and Translational Science, and Turkish Land Forces Non-Commissioned Officers College. This indicates that contributions to the development of TAM 2 are fairly widespread across various institutions, with universities and academic hospitals in Asia and Europe being the most dominant (Figure 5).

Documents by affiliation

Compare the document counts for up to 15 affiliations.

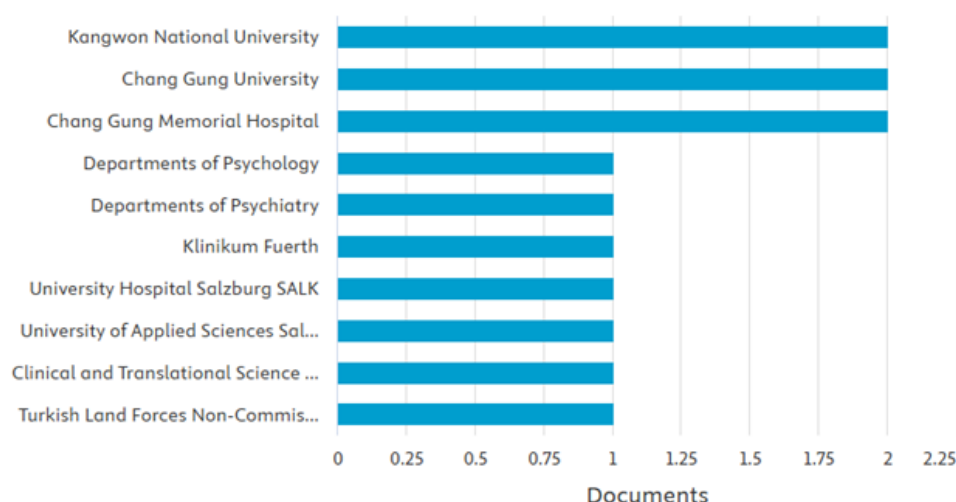


Figure 5: Network university visualisation

The allocation of research on the Technology Acceptance Model 2 by publication source is dominated by the journal Education and Information Technologies, which published two documents in 2022 and 2023. Other sources, such as Healthcare Switzerland, Eurasia Journal of Mathematics, Science and Technology Education, Applied Clinical Informatics, and BMC

Medical Informatics and Decision Making, each contributed 1 document at different times. The dominance of Education and Information Technologies journals indicates that TAM 2 development is primarily studied in the context of education and information technology (Figure 6).

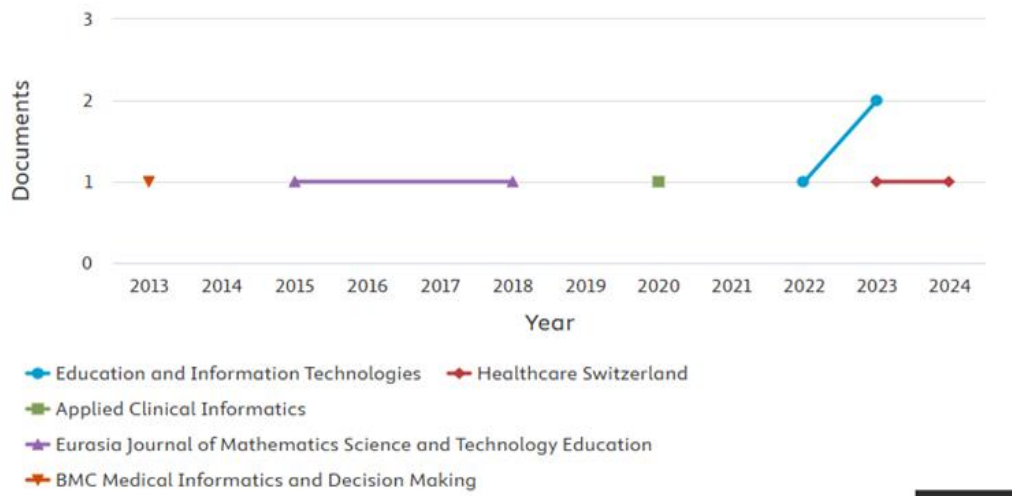


Figure 6: Number of articles by sources

The distribution of research on the Technology Acceptance Model 2 shows that the authors Moher et al. [7] and Doo [17] are the most frequent contributors, with two documents each. Meanwhile, other authors, such as Obidat et al. [3], Sedlmayr et al. [4], Turner et al. [16], Lee et al. [20], and Stütz et al. [23], each contributed 1 document. This demonstrates that, while some authors show higher productivity, research contributions in this field remain well distributed across multiple researchers (Figure 7).

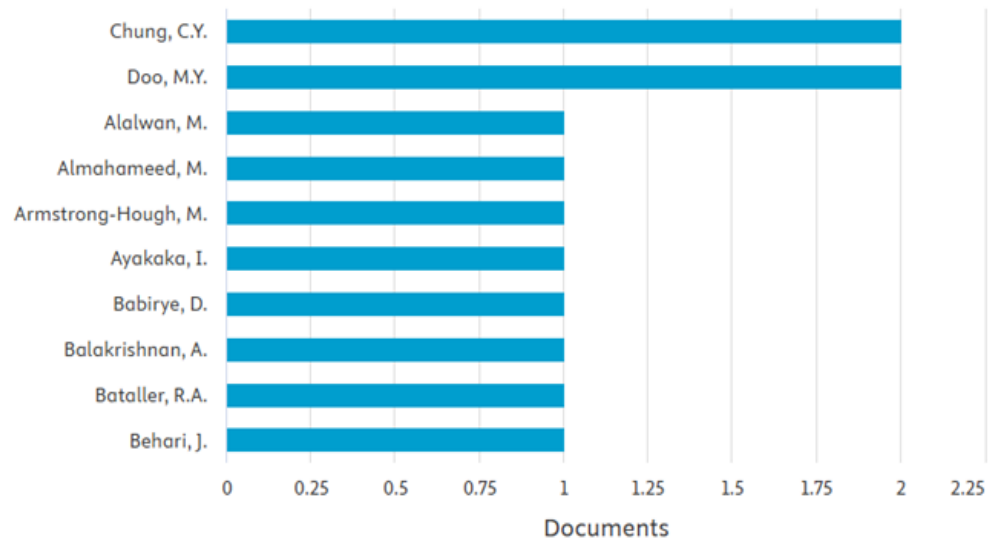


Figure 7: Count of publications by author

- RQ3:** What are the theoretical and practical implications from a future research perspective?

This study of 22 manuscripts from the Scopus database has significant theoretical and practical implications. Theoretically, bibliometric analysis using VOSviewer enables the identification of key and underexplored variables in the Technology Acceptance Model 2, thereby providing direction for future theory development and literature enrichment. From a practical standpoint, these findings help practitioners understand the key aspects of technology acceptance and provide guidance on the sustainable implementation of TAM 2 across various global organisations. Thus, this study contributes to the formulation of

future research agendas and more strategic technology practices. Based on Figure 8, the emergence of various topics in the study, namely Human (76), Computers, handheld (30), Technology (28), Utilization (18), Mobile Applications (15), Technology Acceptance Model 2 (15), Mobile Phone (12), Technology Acceptance (8), Perceived Usefulness (7), Technology Acceptance Model (4).

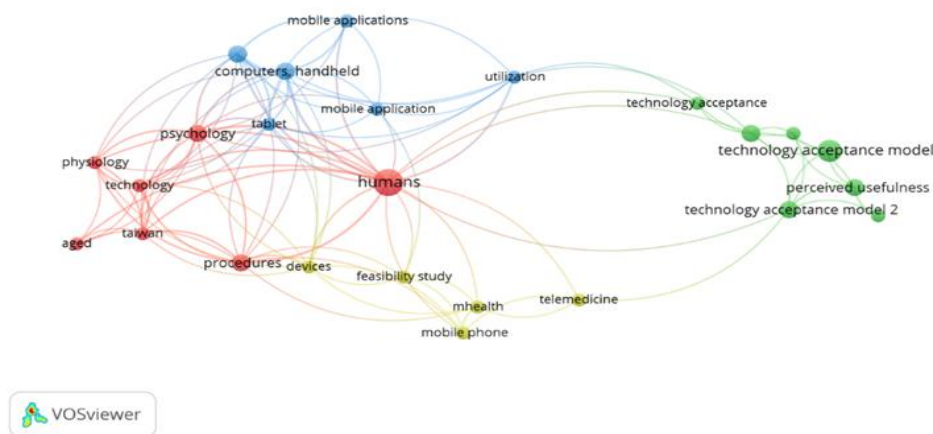


Figure 8: Co-occurrence framework and representation of key terms

Based on the results of bibliometric analysis, the geographical distribution of research on Technology Acceptance Model 2 (TAM 2) shows a strong dominance of East Asian countries, particularly Taiwan (7 articles) and South Korea (4 articles). This indicates a high focus on technology adoption and application in the region. The United States ranks third with three publications, indicating that TAM 2 is also relevant in a Western context. The network visualisation shows that Taiwan is a major centre of global research collaboration, with strong connections to countries such as South Korea, Austria, and the United States (Table 2).

Table 2: Keywords by authors

Rank	Keyword	Total link strength
1	Human	76
2	Computers, handheld	30
3	Technology	28
4	Utilization	18
5	Mobile Applications	15
6	Technology Acceptance Model 2	15
7	Mobile Phone	12
8	Technology Acceptance	8
9	Perceived Usefulness	7
10	Technology Acceptance Model	4

Source: Output Vosviewer software

This finding reinforces previous studies that the development of the TAM 2 model is highly dependent on the cultural and social context of technology users. Although contributions from Western and developing countries are beginning to emerge, research on TAM 2 remains concentrated in regions with mature technological infrastructure [3]; [18]. This concentration opens up opportunities for further exploration in developing countries with different socio-cultural characteristics (Figure 9). Research on the Technology Acceptance Model 2 (TAM 2) shows a consistent pattern of relationships among the independent variables and their main components. Subjective Norm and Image as social factors are shown to significantly influence Perceived Usefulness (PU) and Perceived Ease of Use (PEOU). For example, in studies on Tablet PC adoption by nurses, Uhm and Jung [8] found that social pressure and professional image can increase users' perceptions of the usefulness and ease of use of a technology [22]. Cognitive factors also play an important role in shaping user perceptions. Job Relevance and Output Quality consistently positively influence PU, as seen in Cigdem and Oncu's [11] study on e-assessment and Sun et al.'s [22] study on telehealth. (2019) study on telehealth. In this context, when technology is perceived as relevant to job tasks and capable of

producing high-quality outputs, users tend to be more convinced of its benefits. However, Result Demonstrability shows a more varied influence, with some studies, such as Sun et al. [22], finding that this factor is not always significant.

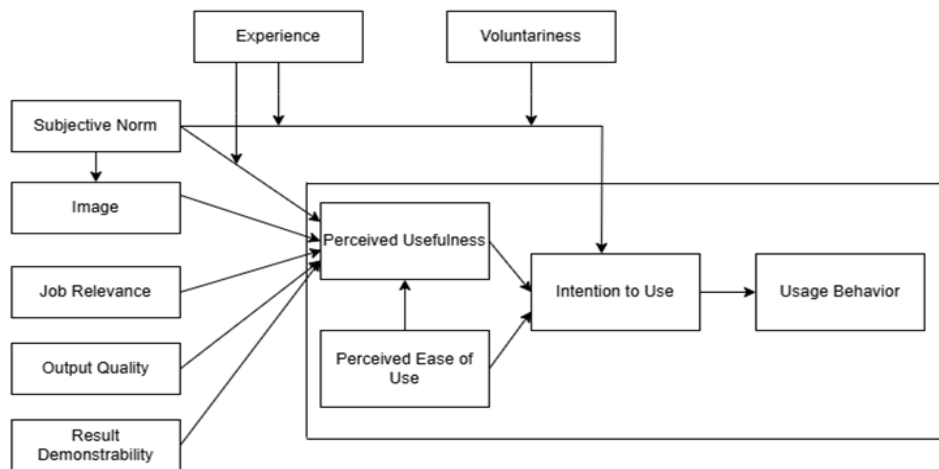


Figure 9: Conceptual model of the technology acceptance model 2

Voluntariness in technology use exerts a stronger influence in the context of non-compulsory adoption. Research by Lin et al. [27] on health applications found that when technology use is voluntary, this factor becomes more crucial in influencing user perceptions. PU and PEOU themselves act as important mediators linking various external factors with Behavioural Intention to Use (BI) and Actual System Use (AU). The relationship between user perceptions, intentions, and actual behaviour has also been consistently demonstrated across various studies. On mobile wallets and physiotherapy applications, positive PU and PEOU encourage stronger intention to use, which ultimately leads to actual adoption of the technology [23]. These findings reinforce the understanding that technology acceptance results from a complex interaction among social, cognitive, and contextual factors [3].

5. Conclusion

The systematic literature review of Technology Acceptance Model 2 (TAM 2) reveals its enduring relevance and adaptability in explaining technology adoption across diverse domains, including healthcare, education, consumer technology, and organisational settings. The analysis of 22 Scopus-indexed articles highlights key trends and patterns in TAM 2 research, demonstrating the model's robustness in integrating social influence processes (e.g., subjective norm, image) and cognitive instrumental processes (e.g., job relevance, output quality) to predict user behaviour. Geographically, research on TAM 2 is concentrated in technologically advanced regions, particularly Taiwan and South Korea, with significant contributions from the United States and European countries. This distribution underscores the model's global applicability while also pointing to opportunities for further exploration in underrepresented regions, especially in developing economies with distinct socio-cultural contexts.

The findings reaffirm the central role of Perceived Usefulness (PU) and Perceived Ease of Use (PEOU) as mediators between external factors and behavioural outcomes. Social and cognitive variables consistently influence PU and PEOU, which in turn drive Behavioural Intention to Use (BI) and Actual System Use (AU). However, the impact of specific factors, such as Result Demonstrability and Voluntariness, varies by context, suggesting the need for tailored applications of TAM 2. Future research should address gaps in cross-cultural comparisons, explore emerging technologies (e.g., AI and IoT), and integrate TAM 2 with complementary frameworks, such as UTAUT, to enhance predictive power. Practitioners can leverage these insights to design user-centric technologies, emphasising factors like job relevance, trust, and ease of use to foster adoption. In summary, TAM 2 remains a vital theoretical tool for understanding technology acceptance, offering a structured yet flexible framework that provides actionable insights for both academia and industry. Continued refinement and contextual adaptation will ensure its relevance in an ever-evolving digital landscape.

Acknowledgement: All contributing authors declare that this study was executed solely under their own effort, with no external input or collaborative influence.

Data Availability Statement: The research comprises a systematic literature review and bibliometric analysis of the Technology Acceptance Model 2 (TAM 2), highlighting its trends, applications, and future research directions. The data supporting this study are available from the corresponding authors upon reasonable request.

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Conflicts of Interest Statement: All authors declare that there are no conflicts of interest related to this research. All cited materials and references have been properly acknowledged and utilised in accordance with academic standards.

Ethics and Consent Statement: This study complies with ethical research standards. Informed consent was obtained from all participants involved, and ethical considerations were observed throughout the research process.

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