UNIVERSITITEKNOLOGI MARA

EVALUATING USER SATISFACTION OF REPRODUCTIVE HEALTH INFORMATION SYSTEM (RHIS) USING KANO MODEL: A CASE STUDY OF LPPKN

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ABSTRACT

User satisfaction is often viewed as a one-dimensional construction where the higher the perceived product quality, the higher the user's satisfaction and vice versa. However satisfying the specific product requirements to a higher level does not always infer a high level of user satisfaction. By adapting methodology from Kano's model of user satisfaction, it can define which impact the components of products have on user satisfaction. This project aims to evaluate user satisfaction of Reproductive Health Information System (RHIS) using Kano Model. This is a case study of Lembaga Penduduk dan Pembangunan Keluarga Negara (LPPKN). The objectives for this project are to evaluate user satisfaction of RHIS system using Kano's model as well as to provide recommendations to improve user satisfaction of RHIS system. The users are RHIS stakeholders which consist of Administrator, Doctor, Nurse, Pharmacist, laboratory staff and finance user. This project was conducted using two techniques which are observation and interview session in order to collect data from the RHIS stakeholders. While Frequencies Analysis and Customer Satisfaction Coefficient Analysis were used to evaluate and the evaluation data were based on the RHIS stakeholders' responses. The results from the analysis are important to know the level of user satisfaction towards the RHIS and to get the recommendations from RHIS stakeholders to improve the user satisfaction of RHIS system.

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