UNIVERSITI TEKNOLOGI MARA

EVALUATING SERVICE QUALITY OF TOTAL HOSPITAL INFORMATION SYSTEM (THIS): A CASE STUDY AT HOSPITAL SUNGAI BULOH

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IT Project submitted in partial fulfillment
of the requirements for the degree of
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AUTHOR'S DECLARATION

I declare that the work in this thesis/dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

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ABSTRACT

The quality of services play important roles in influence the success of information systems and user satisfaction. As one of the information system, Hospital Information System also can be evaluated in terms of service quality measurement. There are various types of users that using Total Hospital Information System (THIS) such as physician, nurse, allied health and others. Therefore, this research is focused on evaluating the service quality of Total Hospital Information System (THIS). There are three objectives in this research. The first objective is to investigate the service quality of Total Hospital Information System (THIS) for Hospital Sungai Buloh, second is to evaluate the service quality level of Total Hospital Information System (THIS) and while the third objective is to provide the recommendation to improve the service quality of Total Hospital Information System (THIS) at Hospital Sungai Buloh. In order to explore the concept of service quality based on information system (IS) context, the literature review has been conducted. There are five elements of service quality that has been identified in this research which are tangible, reliability, responsiveness, assurance and empathy. Besides, other components from User Information Satisfaction (UIS) measurement also has identified that influence the satisfaction of service quality which are user involvement, IS staff service and product quality. The IS SERVQUAL model has been adapted from Jiang et al. (2012) and has modified to suit this research objective. The descriptive analysis, inferential analysis and regression analysis have been chosen to measure the service quality level and getting the findings. Based on the results obtained, this study showed that the results in evaluating the service quality level which is perceived service quality are strongly related to the user satisfaction, expectation and perceptions are positively affecting the perceived service quality. Meanwhile, the different type of job positions positively affects the user satisfaction. Furthermore, all the SERVQUAL measurements had a Cronbach's alpha well above 0.7 that indicates high reliability and validity.

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