

UNIVERSITI TEKNOLOGI MARA

**EVALUATING THE HOSPITAL INFORMATION
SYSTEM QUALITY IN MEASURING USER
SATISFACTION AT HOSPITAL SULTANAH
BAHIYAH ALOR STAR**

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ABSTRACT

Healthcare Information System also known as Hospital Information System has been an important issue to the Ministry of Health (MOH) Malaysia for many years. The use of HIS is increase rendering to new development and research in hospital technology. Much research has been conducted into acceptance of Hospital Information System, however there has been little research conducted on user satisfaction in such systems. Hospital Sultanah Bahiyah is one of the selected hospitals in Malaysia to run the project name; Hospital Information and Communication Technology (HICT). Hospital Sultanah Bahiyah has fully rolled out integrated Hospital Information System in mid-2008. Hospital Sultanah Bahiyah using web-based Hospital Information System that included of 16 modules. Users at Hospital Sultanah Bahiyah consist of physicians, nurses, laboratory technologies, pharmacist, and others within a healthcare facility that interacts with the essential processes. The main objective of this study is to evaluate the Hospital Information System quality in measuring user satisfaction at Hospital Sultanah Bahiyah. This study will use qualitative response to evaluate HIS quality in measuring the level of user satisfaction. From the result of qualitative response, recommendations will provide to improve the level of user satisfaction upon Hospital Information System. Samples from 209 respondents from Hospital Sultanah Bahiyah gathered and analysed using mix method; quantitative and qualitative approaches. The results show that there are significant differences between different types of users for HIS in Hospital Sultanah Bahiyah in terms of the quality of HIS, information quality and service quality. Quantitative result show female, nurses, age between 26 to 35 years old, and user with 1 to 5 years working experience is the highest group that satisfied with HIS. Thus, there is a need for further improvement on the system based on the different type of users.

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