عنوان مقاله:

Using SERVQUAL Model to Assess Hospital Information System Service Quality

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خلاصه مقاله:

Background: Assessment of hospital information system (HIS) service quality helps to meet the needs of users and a strategy toexpand the interaction between HIS developers and the users. SERVQUAL is an extensively used technique to measure the servicequality of information systems.Objectives: The purpose of this study was to assess HIS service quality by the SERVQUAL model in the teaching hospitals affiliatedto Urmia University of Medical Sciences (UMSU).Methods: This study is a descriptive analysis carried out in UMSU teaching hospitals in ۲۰۱۷. The sample was comprised of ۲۷۰ usersselected randomly via multi-stage cluster sampling. The modified SERVQUAL questionnaire, which included five dimensions, wasused to collect data. The gap between the perceptions and the expectations of the users was calculated and the significance of scoreswas tested.Results: The highest quality gaps in the five dimensions were related to responsiveness (-۱.۵۲) and reliability (-۱.۳۴) and also thelowest quality gap was related to tangibles (-۰.۹۵). There were significant differences between perceptions and expectations of theusers in all SERVQUAL dimensions (P < ۰.۰۰۱). This implied that the quality of the delivered services was lower than what the usersexpected.Conclusions: Given the greatest gap in responsiveness and reliability, it is essential that HIS vendors focus on providing HIS supportand updating services and allocate IT staff with the right knowledge and skills to provide the trust needed to use HIS services in theusers.

کلمات کلیدی:

Hospital Information Systems, SERVQUAL Model, Service Quality, Information Technology, Information SystemsAssessment