**Topic:**

**Customer service satisfaction analysis on hospital information system using emerging technology in Baze university hospital**

**CHAPTER ONE**

**INTRODUCTION**

**1.1 Background to the Study**

Hospitals are extremely complex organizations with distinctive characteristics, such as a large number of departments and units, that coordinate care for patients, due to the amount of operations and processes, they always rely on Hospital Information Systems (HIS) in order to aid in management, diagnosis, and even education for a better more efficiency and effective procedure and services but many hospitals lack quality of service because they rely on manual processes (Sharon, Rose & Venkatesh, 2016). The six main proportions or dimensions of a quality of information system are information quality, system quality, utilizations, individual impact, user satisfaction, and organizational effect.

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The hospital information system is ~~really~~ playing an amazing role in supporting health personnel, reducing medical errors, enhancing patient care quality, and increasing patient care productivity. HIS is an integrative and comprehensive information system that is designed to manage administrative, financial, and medical circumstances in hospital but lack dimension of qualities.

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HIS encompass electronic health records that provide physicians with the comprehensive health histories of their patient on a real-time basis. In the utilization of the information system the authorities will be able to create a structured patient history database in such a way that the recorded data can enhance patient care, quality of diagnosis, and personnel productivity of doctors, and at the end of the day will increase the hospital’s incomes (Ozel & Sebetci, 2018).

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In Malaysia, the government implemented HIS on a national scale to increase the technology's usefulness in improving healthcare delivery, although little is known about the benefits and challenges of HIS adoption in each institution (Hertin & Al-sanjary 2018). The deployment of HIS aims to improve healthcare quality, increase productivity, and make data collection and recording simple. Compared to a manual approach, HIS can also reduce errors and improve employee communication.

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The HIS is defined as a coordinated electronic framework that gathers, stores, retrieves, and displays general patient information and data, such as patient history data, results of research center tests, judgments, charging, and other related clinic strategies that are used as a part of a few offices inside healthcare facilities. Beginning in 1999, the Malaysian Ministry of Health began to display HIS to encompass both clinical and non-clinical data systems. Since then, challenges have been managed in doctor's facilities in order to achieve the presentation's goals.

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HIS can provide easy access to patient data, decide on clinical decision support, maintain information on the quality and security of healthcare services, and improve the request and reception of lab tests as well as demonstrative images. Simply said, it is more effective than paper-based systems in a few ways.

Kuo, Liu, Talley, and Pan, (2018) said that previous evidence found that user satisfaction has a direct relation with information system usage purpose. Earlier studies found that the level of user satisfaction was positively related to their intention to continuously use information systems. It’s clear that the users are more satisfied with the HIS, but the possibility of integrating the use of HIS for future patient care is declining. Consequently, it’s strategically crucial for administrative managers to comprehend and identify the primary attributes of hospital information systems that are perceived by users as becoming important, and also to investigate how users perceive the given performance of those attributes once adoption is implemented.

This is likely a result of the widespread perception that HIS can improve and enhance the provision of services to clients, both internal and external. External user groups are made up of suppliers, creditors, service providers, patients, and their relatives, while internal user groups include staff employees like doctors, nurses, administrators, managers, and researchers but still, lack experience, knowledge, competence, requirements, and expectations in the relevant fields have collapsed of many hospitals globally (Suleiman, 2023; Yusuf, Ayoku, & Funmilayo, 2022; George & Kandiri, 2018).

Expectations and requirements are derived from what users observe, hear, and understand while the system functions for the level of customer satisfaction determines how well these systems perform. DeLone and Mclean model (2003) argued that six criteria for evaluating the effectiveness of an information system, including system quality, information quality, service quality, utilization, user satisfaction, and net benefits, several academics have undertaken qualitative studies on the success of HIS.

The previous studies on customer satisfaction, and used a quantitative research approach to highlight the aspects that affect HIS. End-user satisfaction, which has a direct correlation to use and is a measure of system acceptability, is a crucial component of every hospital information system's effective implementation that has a direct bearing on the hospital's growth (DeLone & Mclean, 2014). Satisfaction with the system measured the acceptability and sustainability of HIS in the healthcare organization.

In many cases, hospitals are declining as a result of combination of so many factors, and addressing them requires customer service analysis in implementing HIS for the improvement in any health care delivery (Kuo et al, 2018). It’s essential for hospitals to adopt the evolving health care technology and also contentiously seek opportunities for improvement to remain viable and provide quality care to their community to avoid future decline (Suleiman, 2023; Kuo et al, 2018).

In Nigeria, the number of Primary Health Care (PHC) is overwhelmed and people die due to the lack of use of HIS in the health care community, which results from hospital declined (Suleiman, 2023; Yusuf, Ayoku, & Funmilayo, 2022). The study investigates the effect of customer service satisfaction analysis on hospital information systems.

**1.2 Statement of the Problem**

Major Nigerian healthcare institutions have been increasing their spending on Hospital Information Systems (HIS) Kanaracus (2008) and annual budgets for about 2 decades now, even when the nation is experiencing economic depression. This finding is consistent with research by Kanaracus (2008) entitled "Measuring Information Systems Success: Models, Dimensions, Measures, and Interrelationships." In terms of Nigeria’s healthcare organization challenges were poor quality of healthcare services, patients being uninformed, and increased waiting time (Suleiman, 2023). Therefore, the need for any healthcare organization to have a good framework that measures their customer service satisfaction and continuously improves and protects their assets as technology and information evolves. One of the most important instruments for a successful hospital has been customer happiness. Customer satisfaction is characterized as a general assessment based on the whole buying and using of the good or service over time. Customer satisfaction goes hand in hand with marketing, determining the expectations of the consumer on how the hospitals are facilitating the goods and services. Therefore, a vital result is actionable advice on how to increase customer satisfaction on HIS (Yusuf, 2022; Khadka & Maharajan, 2017). Hence, the study investigates the effect of customer service satisfaction analysis on hospital information systems in Baze University, Abuja.

**1.3 Research Questions**

The study raised the following research questions:

1. How does the overall level of customer service satisfaction at Baze University, Abuja, react to the hospital information system?
2. In what way do behavior and communication impact the hospital information system at Baze University, Abuja?
3. How does the conducive environment influence the hospital information system at Baze University, Abuja, to what degree?
4. In what manner do the specific areas of improvement impact the hospital information system at Baze University, Abuja?
5. How does waiting time and appointment scheduling impact the hospital information system at Baze University, Abuja?

**1.4 ~~Research~~ Aim ~~&~~ Objectives**

The main objective of the study is to investigate the effect of customer service satisfaction analysis on hospital information systems in Baze University, Abuja.

The specific objectives are to:

1. Analyzing how the overall level of customer service satisfaction influences the hospital information system.
2. Identify the behavior and communication factors that have an impact on the hospital information system.
3. Evaluate the impact of the conducive environment on the hospital information system.
4. Examine the particular areas of improvement that influence the hospital information system
5. Analyze the impact of waiting times and appointment scheduling on the hospital information system

**1.5 Research Hypotheses**

The study raised the following hypotheses for the study.

1. The overall level of customer service satisfaction does not exert a substantial impact on hospital information systems
2. Behavior and communication do not have a significant impact on hospital information systems
3. A conducive environment does not exert a significant impact on hospital information systems
4. Specific areas of improvement do not have a significant impact on hospital information systems
5. The waiting time and appointment scheduling do not exert a important impact on the hospital information systems

**1.6 Significant of the Study**

The significance of a study on customer service satisfaction analysis on hospital information system is essential for several motives such as Improving Patient Experience, Quality of Care, Enhancing Communication, Identifying Issues, Patient Engagement, Competitive Advantage, Compliance and Data Security, Continuous Improvement.

**1.7 Scope of the Study**

The scope of a study on customer service satisfaction analysis related to a hospital information system should be well-defined to ensure the research objectives are achievable and results are meaningful. The scope was to investigate the effect of customer service satisfaction.

* Specify the hospital(s) where the research will be conducted.
* Identify the target population for the study, which may include patients, caregivers, healthcare providers, and administrative staff.
* Describe the methods for collecting data on customer service satisfaction. This could involve surveys, interviews, focus groups, or a combination of these approaches.
* Clearly define the components of the hospital information system that will be assessed. This might include electronic health records, patient portals, appointment scheduling systems, billing systems, and more.
* Specific research objectives, such as assessing overall satisfaction, identifying areas of improvement, or understanding the impact of the information system on patient experience.
* Detail the satisfaction metrics that will be evaluated. These could encompass aspects like ease of use, data security, system reliability, speed of service, and staff responsiveness.
* Explain the statistical and analytical methods that will be employed to process and interpret the data collected. This could involve quantitative and qualitative analysis, as well as statistical tests.
* Specify the study's duration and the timeline for data collection, analysis, and reporting.
* Acknowledge the potential limitations of the study, such as the possibility of response bias in surveys or limitations in the generalizability of results.
* Suggest potential areas for further research or expansion of the study
* Recommendations & Reporting

Add a section for the Limitation of the Study

**1.8 Definition of Terms**

1. **Hospital Information Systems:** Is a comprehensive software or application solution designed to manage various aspect of hospital’s operations and administrative processes. HIS is a critical component of healthcare information technology and also plays a better role in improving the efficiency, quality and patient’s care within a healthcare facilities.
2. **Customer Service Satisfaction:** Refers to the level of contentment, satisfaction or fulfilment experienced by a customer in response to the service provided by an organization, business or company.
3. **Healthcare Organization:** Is a formal entity or group that that provide medical services, manage healthcare facilities, or coordinate healthcare-related activities.
4. **Overall level of customer service satisfaction:** Refers to the extent to which customer are content with the quality and effectiveness of the service provided by an organization, business or company.
5. **Behavior and communication:** Behavior refers to the actions and reactions of individuals, while communication involves the sharing of information, ideas, or emotions between people using a variety of techniques like language, gestures, or body language.
6. **Conducive environment:** Is a setting or circumstance that is beneficial and supportive for a specific purpose or activity.
7. **Specific improvement areas:** Refers to specific areas or components of a system, process, or organization that need to be improved or refined in order to achieve specific goals or objectives.
8. **Waiting time and appointment scheduling:** Waiting time management and appointment scheduling entail monitoring the amount of time patients spend in lines or waiting for medical services, as well as scheduling appointments to maximize healthcare resource usage.

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