**QUESTIONNAIRE**

**DEPARTMENT OF COMPUTER SCIENCE, FACULTY OF COMPUTING AND APPLIED SCIECES**

**BAZE UNIVERSITY, ABUJA**

**Dear Sir/Madam,**

I am a student of the above-named institution and I am presently carrying out a research work for Master’s Thesis, on the topic “Customer Service Satisfaction Analysis on Hospital Information System Using Emerging Technology in Baze University Hospital.

It is imperative to let you know that this research work is purely an academic exercise, in partial fulfilment of the requirement for the award of Master’s Thesis in Computer Science from the above university. I can assure you that the information you are to provide will be used for academic purposes only and will be treated with strict confidentiality.

Thanks for your anticipated cooperation.

**Yours faithfully,**

**FAISAL SALISU**

**BU/22B/PGS/7086**

**SECTION A:** DEMOGRAPHIC DATA OF THE RESPONDENT

**Instruction: Please tick [ ✔ ] in the most appropriate option.**

**1. Age**

Under 18 ( ) 18-25 ( ) 25-59 ( ) 60 and above ( )

2. Gender

Male ( ) Female ( )

**Section B: How does the overall level of customer service satisfaction at Baze University Hospital react to the hospital information system?**

3. How satisfied are you with the overall level of customer service at Baze University Hospital?

1. Very satisfied ( )
2. Satisfied ( )
3. Neutral ( )
4. Dissatisfied ( )
5. Very dissatisfied ( )

4. How familiar are you with the hospital information system at Baze University Hospital?

1. Very familiar ( )
2. Familiar ( )
3. Neutral ( )
4. Unfamiliar ( )
5. Very unfamiliar ( )

5. How easy is it for you to navigate and use the hospital information system?

1. Very easy ( )
2. Easy ( )
3. Neutral ( )
4. Difficult ( )
5. Very difficult ( )

6. How satisfied are you with the accuracy and reliability of the information provided by the hospital information system?

1. Very satisfied ( )
2. Satisfied ( )
3. Neutral ( )
4. Dissatisfied ( )
5. Very dissatisfied ( )

7. How responsive is the customer support provided for any issues or queries related to the hospital information system?

1. Very responsive ( )
2. Responsive ( )
3. Neutral ( )
4. Not very responsive ( )
5. Not responsive at all ( )

8. Which of the following improvements would you like to see in the hospital information system?

1. Faster system performance ( )
2. Improved user interface ( )
3. Enhanced security measures ( )
4. Additional features/functionality ( )
5. Better integration with other systems ( )

9. How well do the hospital staff communicate important information to you?

1. Very well ( )
2. Well ( )
3. Neutral ( )
4. Poorly ( )
5. Very poorly ( )

10. How clean and well-maintained do you find the hospital facilities?

1. Very clean and well-maintained ( )
2. Clean and well-maintained ( )
3. Neutral ( )
4. Not very clean and well-maintained ( )
5. Not clean and well-maintained at all ( )

**Section B How does waiting time and appointment scheduling impact the hospital information system at Baze University, Abuja?**

11. How satisfied are you with the waiting time at the hospital information system?

1. Very satisfied ( )
2. Satisfied ( )
3. Neutral ( )
4. Dissatisfied ( )
5. Very dissatisfied ( )

12. How often do you experience delays in your scheduled appointments?

1. Never ( )
2. Rarely ( )
3. Sometimes ( )
4. Often ( )
5. Always ( )

13. Which factors do you think contribute to longer waiting times?

1. Insufficient staff ( )
2. Technical issues with the system ( )
3. Inefficient appointment scheduling ( )
4. Lack of communication ( )
5. Other ( )

14. How would you rate the overall efficiency of the hospital information system?

1. Excellent ( )
2. Good ( )
3. Average ( )
4. Poor ( )
5. Very poor ( )

15. Do you find the appointment scheduling process convenient?

1. Yes ( )
2. No ( )

16. Which appointment scheduling method do you prefer?

1. Phone call ( )
2. Online portal ( )
3. In-person ( )
4. Other ( )

**Section C:** **In What Manner Do The Specific Areas Of Improvement Impact The Hospital Information System At Baze University, Abuja?**

17. How satisfied are you with the user interface of the hospital information system?

1. Very satisfied ( )
2. Satisfied ( )
3. Neutral ( )
4. Dissatisfied ( )
5. Very dissatisfied ( )

18. How often do you experience system crashes or errors while using the hospital information system?

1. Never ( )
2. Rarely ( )
3. Sometimes ( )
4. Frequently ( )
5. Always ( )

19. Which areas of the hospital information system do you think need improvement?

1. User interface ( )
2. System performance ( )
3. Data accuracy ( )
4. Data security ( )
5. Integration with other systems ( )

20. How would you rate the system's ability to handle a large volume of patient data?

1. Excellent ( )
2. Good ( )
3. Average ( )
4. Poor ( )
5. Very poor ( )

21. Which features would you like to see added to the hospital information system?

1. Appointment scheduling ( )
2. Electronic medical records ( )
3. Billing and invoicing ( )
4. Inventory management ( )
5. Patient portal ( )

22. How often do you encounter data duplication or inconsistency issues in the system?

1. Never ( )
2. Rarely ( )
3. Sometimes ( )
4. Frequently ( )
5. Always ( )