



The Relationship between Quality of Service Providing Software Systems and User Satisfaction

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ABSTRACT

Introduction: In the much complex and dynamic system of health, the smallest difference in services leads to increase in customer demand. Medical centers and hospitals need to expand internet and Application Service Providing (ASP) and to convert that in to a competitive, long-lasting choice. The present study was carried out with the aim of determining the relationship between the quality of service providing software systems and customer satisfaction in selected hospitals of Tehran University of Medical Sciences using similar hospital information systems. **Method of Investigation:** This research is a correlation, descriptive analysis. The statistical group includes employees in the hospital revenue and clearance unit and the study was carried out through census and using questionnaire. To analyze the data, SPSS software was used and in addition to descriptive statistics of: tables, frequency distribution percentage and average, inferential statistics like KS and Pearson tests were used. **Findings:** With a 95% confidence level one can conclude from this study that there is a meaningful relationship between the quality of service providing software programs with customer satisfaction in the selected hospitals of Tehran University of Medical Sciences. Also the results showed that the intensity of the relationship between satisfaction and other variables of system quality, service quality and information quality is 0.734, 0.721 and 0.521 respectively ($P < .05$). **Conclusion:** Although all variables have positive and meaningful relationship with customer satisfaction, their average is less than moderate limit so the managers in the field of health are advised to consider these issues in their management methods.

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INTRODUCTION

Medical centers need an information technology that responds to patients' medical needs. They are aware that although development and maintenance of software programs is expensive, they are necessary for providing suitable service, remaining competitive and attracting customer, so medical centers and hospitals need to expand internet and Application Service Providing (ASP) and to convert that in to a competitive, long-lasting choice. Users engaged with information systems are effective arms of service provision in medical centers and their level of satisfaction with such software are very important in providing suitable service. Software programs play an important role in marketing programs of many organizations and service excellence is part of the requested value package by the customers. Therefore in open and competitive markets, procedures like qualitative service provision and advanced systems have attracted most of the attention (1). There is a meaningful relationship between customer involvement and their satisfaction and reliance (2). There is also a certain concern regarding the importance of customer perceptions from service encounter, since from the customer's view the sign of service quality becomes evident

at the time of service encounter i.e. the crucial moment when the customer contacts the organization (3). That is why the quality of service software programs is mentioned as a key competitive weapon which leads to superiority of companies and the services provided by them from the customer's point of view (4). In design and development of information systems we must note that the employees are key elements that manage these systems. Often, admission of system user or consumer becomes a fundamental and decisive factor in an information projects' success or failure (5). In our country, universities of medical sciences and the private sector have spent a lot on launch, maintenance and support of hospital information systems under their care. Therefore the government and investors must ensure this technology's effective use and its benefits. While (6) concluded through a study that in many cases, the employees of health and medical institutes are not inclined to using information systems and so stop using them with the decrease in supervision and pressure of seniors. Understanding user behavior with regard to new technology has changed to one of the most challenging issues in information systems' research (7). If hospital information systems do not respond to user needs (internal customers), they will be ignored or be even considered as a nuisance (8).