

**DEFINING FACTORS IN USER SATISFACTION WITH HOSPITAL INFORMATION SYSTEM:
STRUCTURAL EQUATION MODELING**Leila R Kalankesh¹, Mohammad Asghari Jafarabadi², Zahra Nasiry^{3*}

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Correspondence:Tel: +989146155173 email: z.nasiry67@yahoo.com**TYPE OF ARTICLE:** CONFERENCE ABSTRACT**ABSTRACT**

Introduction: User satisfaction has been considered a measure of information system effectiveness and as a surrogate for the system success. User satisfaction, which is a difficult, intangible, and elusive concept to define, is considered as an evaluation construct. Diversity of definition reveals high dimensionality of user satisfaction with information systems. The aim of this study was to determine predicting factors of user satisfaction with hospital information systems.

Methods: Different factors related to the user satisfaction with information systems was extracted through conducting a systematic review. A questionnaire was designed based on the findings from the systematic review. After assessing validity of questionnaire by experts and the final confirmation, questionnaires were administered to a random sample of users with experience of working with HIS. The sample consisted of 384 users of the systems operated in the university hospitals in East Azerbaijan province. Structural equation modeling was deployed to define the association among different factors and user satisfaction with hospital information systems. Analysis was carried out through using Amos software.

Results: Overall, eight domains of factors related to the user satisfaction with HIS were confirmed (statistically significant) by structural equation modeling. They include user characteristics (CR=5.043), information quality (CR=4.963), system quality (CR=3.891), service quality (CR=5.039), system usefulness (CR=3.683), computer anxiety (CR=4.963), organizational structure and managing style (CR=4.648), and system use (CR=4.963). In each domain, importance of different items was modelled as well.

Conclusion: This study offers insights for those in charge of developing or adopting hospital information systems about critical aspects that should be taken into account in order to improve the user satisfaction with HIS toward the system success.

KEYWORDS: User satisfaction, Hospital information systems, Structural equation modeling

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