

**Preservation and Conservation Practices, Patient Records Retrieval Strategy on Service Quality of Health Information Management Professionals in Public Health Institutions in Oyo State, Nigeria**

**Temitope Elizabeth OJO**  
**LCU/PG/002192**

**Being a Thesis Submitted to the Department of Information Management, Faculty of Communication & Information Sciences, Lead City University, Ibadan, Oyo State, Nigeria**

**In Partial Fulfillment of the Requirements for the Award of Master of Science Degree (MSc) in Health Information Management**

**2023**

## Certification

This is to certify that, Temitope Elizabeth OJO with matriculation number LCU/PG/002192 carried out this research work titled “Preservation and conservation practices, patient records retrieval strategy on service quality among health information management professionals in public health institutions in Oyo State, Nigeria” in the department of Information Management, Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo State, for the award of Master of Science Degree (M.Sc) in Health Information Management and that this has not been previously submitted.

---

Dr. Sophia V. Adeyeye  
**Supervisor**

---

**Date**

---

Dr. Sophia V. Adeyeye  
**(Head of Department)**

---

**Date**

## **Dedication**

This work is dedicated to the Almighty God

*Do Not Copy, Lead City University, Nigeria*

## Acknowledgement

This study would not have been possible without various help and candid support from different health institutions, professional colleagues and individuals who contributed in a way to the completion of this work.

Institutions that rendered support include: University College Hospital, Ibadan (health records Staff), Oyo State hospital Management board and Oyo State Primary HealthCare Board. My deep appreciation goes to Dr. S.V. Adeyeye, the HOD of the Department of Information Management. I appreciate the support from the Dean of Faculty of Communication and Information Science Prof. L.A. Ihebuzor, and to all members of staff in the Faculty, Thank you all. I appreciate also the Provost of Postgraduate College, Lead City University, Ibadan, Prof. A. Oredein and members of staff of PG College. To all lecturers in the Department of Information Management, Prof. E.A. Erwat, Dr. T.E. Adenekan, Dr. O.D. Bakare, Mr. P.B. Olusola, Dr. S.O. Tunmibi, Dr. K.O. Lateef, Dr. F.B. Oguntoye, Dr. O.O. Ajibare, Dr. K.O. Popoola, Dr. O.A. Ologbosere, Mr. I. A. Adeniran, Mr. M. E. Ogunwumiju, Mrs. R. O. Akinpelu, Mrs. O.V. Ahamze and Mr Adeyemi. I say thank you all.

I appreciate sincerely my caring and supportive husband Engineer S.O. Ojo and adorable children, my parent Pastor and Pastor Mrs S.O. Ojo, Mrs M.I. Adeyeye and Mrs Oluwatoyin Victoria Abiola for their endless support including Engineer Olumide Emmanuel and Family. Finally, I will also not forget the contribution of Mr S. Ojo, Mrs. L. Lawal-Badmus, Mr R. Olahan, Mrs M. Akinola and Miss S. Adedokun, and to my Friend Mrs Y.M. Oyadeyi, God bless you all.

“Even though the above-mentioned institutions and persons have assisted in the process of this research work, I alone stand responsible for the errors, if any, found in the work”.

## Abstract

Service quality is the degree to which a service satisfies the needs and expectations of healthcare consumer (patients). It is also the comparison between service expectations and perceptions as patients expectation serves as a foundation for its evaluation. It is high when performance exceeds expectation and vice-versa. Preservation and conservation practice entails actions taken to extend the useful life of patient health records including treatment to avoid damage. To ensure high service quality there should be comprehensive working record retrieval strategy. Literature has not established how preservation and conservation practice and patient records retrieval strategy influence service quality among health information management professionals, it is on this that this study analyzed preservation and conservation practice, patient records retrieval strategy on service quality of HIM professionals in public health institutions in Oyo State.

A cross-sectional study was adopted comprising 322 HIM Professionals, total enumeration technique was employed. Structured questionnaire was used for data collection. Data collected was analyzed using descriptive and inferential statistics. The findings revealed very high quality service by HIM professionals ( $X=3.55$ ) on a 4-point scale with preservation and conservation practice very high level on ( $X=3.60$ ), where patient records retrieval strategy was high at ( $X=3.36$ ). There was a significant influence of preservation and conservation on service quality at 0.667, adjusted value  $r^2=0.444$ . There was a less significant influence of records retrieval strategy on service quality at 0.421,  $r^2=0.175$ . There was a significant combined influence of preservation and conservation practice, patient records retrieval strategy on service quality among HIM professionals at 0.693,  $r^2=0.447$ . The outcome shows preservation and conservation practice and patient records retrieval strategy has contributed significantly to service quality of HIM professionals in public health institutions in Oyo State. Therefore, it was recommended that HIM professionals should be encouraged with relevant training to enhance higher performance.

**Keywords:** Service quality, Preservation and conservation practice, Patient record retrieval strategy and Health information management

**Word Count:** 298

## Table of Contents

Content	Page
Certification	ii
Dedication	iii
Acknowledgement	iv
Abstract	v
Table of Contents	vi
<b>Chapter One: Introduction</b>	
1.1 Background to the Study	1
1.2 Statement of Problem	9
1.3 Aim and Objectives of the Study	10
1.4 Research Questions	11
1.5 Hypotheses	11
1.6 Significance of the Study	11
1.7 Scope of the Study	12
1.8 Limitation of the Study	13
1.9 Operational Definition of Terms	13
Endnotes	
<b>Chapter Two: Literature Review</b>	
2.1 .Conceptual Review	22
2.1.1 Service Quality of Health Information Management Professionals	22

2.1.2	Preservation and Conservation Practices	47
2.1.3	Patient Record Retrieval Strategy	69
2.2	Theoretical Review	87
2.2.1	SERVQUAL Theory of Service Quality by Parasuraman et.al	87
2.2.2	Marchand's Information Orientation Theory	89
2.2.3	The Scholarly Primitive Theory	94
2.3	Review of Empirical Studies	96
2.3.1	Preservation and Conservation Practices and Service Quality of Health Information Management Professionals	96
2.3.2	Patient Records Retrieval and Service Quality of Health Information Management Professionals	100
2.4	Conceptual Model	105
2.5	Summary of Literature Reviewed	106
	Endnotes	
	<b>Chapter Three: Methodology</b>	121
3.1	Research Design	121
3.2	Population of the Study	121
3.3	Sample and Sampling Techniques	122
3.4	Description of Research Instrument	122
3.5	Validity of the Research Instrument	124
3.6	Reliability of the Research Instrument	124
3.7	Distribution of the Research Instrument	125
3.8	Method of Data Analysis	125

Endnotes	
<b>Chapter Four: Results and Discussion of Findings</b>	<b>128</b>
4.1 Demographic Analysis	129
4.2 Presentation of Research Questions	131
4.3 Presentation of Hypotheses	141
4.4 Discussion of Findings	147
Endnotes	
<b>Chapter Five: Conclusion</b>	<b>152</b>
5.1 Summary of Findings	152
5.2 Conclusion	153
5.3 Recommendations	153
5.4 Contribution to Knowledge	154
5.5 Suggested Areas of Further Research	155
Bibliography	156
Appendix	166
Questionnaire	166
Bio-data	173