

**Attitude of Health Information Management Professionals, Information System Utilization
and Service Delivery in Federal Health Institutions, Lagos State, Nigeria**

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Communication and Information Sciences, Lead City University, Ibadan, Oyo State,
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(MSc) Health Information Management**

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Certification

This is to certify that **Linda Otibhor IFIDON** with matriculation number **LCU/PG/002064** carried out this research work titled “Attitude of Health Information Management Professionals, Information System Utilization, and Service Delivery in Federal Health Institutions, Lagos State, Nigeria in the Department of Information Management, Faculty of Information and Communication Sciences, Lead City University, Ibadan, Oyo State, for the award of M.Sc. in Health Information Management and that this has not been previously submitted.

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Dedication

I dedicate this work to Almighty God and to the memory of my late Mother: Mrs. Mary Ifidon.

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Abstract

Federal Health Institutions are Tertiary Hospitals owned and managed by the Federal Government. The main aim of a Federal Hospital is to provide health care to the populace and handle cases referred by both the state and the local government. However, a critical review showed they have not achieved excellent Service Delivery. Poor Service Delivery reflects poor service quality, operational inefficiency, and poor responsiveness to patient needs, which has caused an overwhelming challenge in most Federal Hospitals in Nigeria. Hence, strengthening the Attitude of Health Information Management Professionals who are the first point of contact in the hospital becomes critical in addressing poor service delivery. A Descriptive Survey Research Design was adopted with a Total Population of eighty (80) professionals from both hospitals. the study adopted Multi-stage Sampling Techniques to select Health Information Management Professionals. The instrument designed for this study was adopted and validated, and data was collected through a Structured Questionnaire and analyzed through Descriptive, and Inferential Statistics. Hypothesis result was analyzed using regression, which examines the Influence of the Attitude of Health Information Management Professionals and Information System Utilization on Service Delivery in selected Federal Health Institution, Lagos State, Nigeria. The analysis revealed that the Attitude of Health Information Management Professionals and the use of Information Systems is a significant factor to influencing Service Delivery. Hence, the study concluded a statistically significant effect of Attitude of Health Information Management Professionals and Information System Utilization on Service Delivery of the Selected Federal Hospitals in Lagos State, Nigeria. The study recommended that the Hospital Management of the Federal Government Hospitals being investigated should focus on improving Service Delivery by enhancing staff through motivating staff, training/seminars to develop staff skills/competence, giving them the ability to function properly, and providing a conducive work environment and offices, which will eventually improve Service Delivery.

Keywords: Attitude of Health Information Management Professionals, Information System Utilization, Service Delivery.

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List of Acronyms

Abbreviation	Meaning
HIMP	Health Information Management Professionals
IS	Information System
IT	Information Technology
ABC	Affective, Behavioural, Cognitive
D&M	DeLone and McLean
EMR	Electronic Medical Record
EHR	Electronic Health Record
LIS	Library and Information Science
NOHIL	National Orthopaedic Hospital, Igbobi, Lagos
HIT	Health Information Technology
HIS	Health Information System
IQ	Information Quality
ICT	Information Communication Technology
MIS	Management Information System

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