

ABSTRACT: POSTER PRESENTATION

User experience in medical supplies management information system in the supply chain management at the Medical Supplies Division, Ministry of Health, Sri Lanka.

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Introduction: The medical supplies management information system (MSMIS) is an online system that enables real-time monitoring and management of the supply chain at the medical supplies division (MSD), Ministry of Health, Sri Lanka. Evaluating the user experience (UX) and its determinants is a vital exercise to gauge the effectiveness of the information system and the value of its investment.

Objective: To assess the UX on the MSMIS in supply chain management at the MSD and to determine its associated factors.

Methods: The study comprised two components. Developing a tool to measure UX (component 1) and a descriptive cross-sectional study (component 2). An item list that underwent reduction/modification by an invited panel of multidisciplinary experts was prepared. The judgemental validity was ensured. Under each selected event/process of MSMIS, the internal reliability of the data was assessed prior to constructing UX. Component 2 was carried out with end-users of MSMIS of MSD with the instrument developed in component 1. All users satisfying the eligibility criteria were recruited by using a consecutive sampling technique.

Results: “Training on MSMIS” was found to have a significant association with eight (issuing, return, estimation, local purchase, request, editing request, receiving, inform quality failures), out of ten events in the MSD process. There were significant associations for six events for the factors “Service experience” and “Top management support”. Five events for the factor “Age” were also found significantly associated. Education, experience with MSMIS, and computer literacy were not associated with any event of the MSMIS system. The ‘system quality’ had the most unfavourable UX.

Conclusion: The tool that was developed demonstrated high reliability. Overall UX towards MSMIS was unfavourable among most of the participants. The UX was positively relate with user’s age, training on MSMIS, service experience, and perceived top management commitment.

Recommendations: Negotiating with developers to enhance the system speed, conducting in-service training on MS-MIS, and conducting a proper evaluation of MSMIS at the MSD are recommended.

Keywords: User experience, Management Information System, Medical Supplies Division

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