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Using Delone and Mclean'S Model to Evaluate the Electronic Medical Library System of DOH

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Abstract: The healthcare (medical) industry is the one that needs highly intensive knowledge and know-how. In other words, health professionals' knowledge is the largest part of intellectual capital within this business. While facing new disease or advanced medical knowledge, doctors and healthcare professionals have to update these new medical information to provide quality care. Considering the working schedule of medical staffs, E-library turns to be the best channel of learning. The Department of Health (DOH) then established an e-library system on the internet to support its hospitals.

In this study, ISS Model The purposes of this study are to survey the users' satisfaction and intention to use of the e-library and to identify the critical factors after exploring factors for users' intention to use and satisfaction. The information system success (ISS) Model modified by DeLone & McLean in 2003 is adopted as research model. of this survey are medical professionals from 25 DOH hospitals exclude their branches and those under outsourcing management. 342 questionnaires are distributed

intention to use, satisfaction level, information quality, system quality and service quality respectively. Finally, the frequency of using the e-library is rather low. It reveals that promotion of the e-library to the DOH staffs is needed. The results of this study serve as a reference for hospitals that intend to adopt e-library for enhancing their medical staffs in updating medical knowledge.

Keywords: ISS MODEL, e-library, healthcare industry .

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and 248 ones are returned which gives a 72.5% of response rate. However, 7 copies among them are ineffective. ANOVA and Structural Equations Model are used to investigate the correlation among variables.

The results show that DeLone & McLean's ISS Model is useful in investigating the usage and satisfaction of DOH e-library system. The subjects all have positive affirmation of using the e-library system. The variables of information quality, system quality, and service quality have direct impacts on the intention to use the e-library. Factors that influence the net benefit of using the e-library system are