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ABSTRACT

Satisfaction surveys are integral to health care services. A form-based, manual survey system requires a lot of paper. There is also a delay from survey administration to feedback of results. This delay diminishes the ability of unit managers to respond to issues relayed by clients in the survey. This project used smartphones as an alternative platform for survey administration and result generation. The familiarity and ubiquity of Android smartphones is a factor in the acceptance of the information system presented in this manuscript.

The West Visayas State University Medical Center (WVSUMC) is a tertiary government university based hospital. Using the spiral system development life cycle, the author developed an Android application using Java and SQLite that is a viable alternative to the current paper-based survey form. The application also provided more timely feedback on customer satisfaction to frontline personnel. The implementation was piloted at the Emergency Room Complex of the WVSUMC. The application garnered a favorable response as a viable technology solution to gathering customer feedback. The fast turnaround time for client feedback is valuable for unit managers to address concerns in a timely manner.

Technology solutions that aim to supplant or supplement existing paper-based entry forms must offer compelling advantages for users to adopt them.