

防疫資料交換平台之績效評估-以使用滿意度觀點探討

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摘要

本研究目的在於透過使用者的觀點，由系統品質，資料品質，對績效的期望等變數對於系統實際使用與使用滿意度之間的關聯性；探討醫療機構利用疾病管制局所建立的防疫資料交換平台時的接受度及滿意度。

本研究透過使用路徑分析法來驗證模型，使用強迫進入迴歸分析的方式，對使用滿意度進行迴歸分析，結果指出整體研究模型的 R^2 為 0.803，表示整個研究模型可以推論出使用滿意度的解釋率達 80.3% 的變異量。

結果發現系統品質及資料品質是影響使用者滿意度之主要因素，而比較值得注意的是，醫療機構對應用交換平台使用來改善本身績效的期望部份較無顯著。

關鍵字: 公共衛生監控系統、資料交換平台、績效評估、路徑分析、迴歸分析

Abstract

This research goal lies in by user's viewpoint, by the systematic quality, the materials quality, for achievements variables and so on expectation uses and uses between the degree of satisfaction actually regarding the system the relatedness; The discussion Medical establishment uses the guard material which CDC establishes to information exchange platform to accept and the degree of satisfaction.

This research penetration use Path Analysis method confirms the model, the use force enters the Regression Analysis the way, carries on the Regression Analysis to the use degree of satisfaction, finally pointed out the whole research model R^2 is 0.803, expressed the entire research model may deduce the use degree of satisfaction the explanation rate to reach 80.3% amounts of variation.

Found finally systematic quality and materials quality were to influence main factors of user's satisfaction, and the more noteworthy one is, the medical organization makes the expectation used for improving one's own performance not apparent partly in employing information exchange platform..

Keywords: Public Health Surveillance Systems, Information Exchange Platform, Performance Evaluation, Path Analysis, Regression Analysis