

عنوان البحث	Planning to implement e-governance as a mechanism to improve the quality of healthcare services in government hospitals.	بحث فردي
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ملخص البحث الثامن باللغة الإنجليزية:

Abstract of the Eighth research in English:

Study Problem: The implementation of e-governance standards has become an imperative necessity for all healthcare institutions. It helps organizations achieve their strategic plans and objectives with greater efficiency and effectiveness. Therefore, this study seeks to develop an actionable plan for implementing e-governance to enhance the quality of healthcare services in public hospitals.

Study Objectives: -

- 1- To determine the current level of e-governance implementation as a mechanism for improving the quality of healthcare services in public hospitals.
- 2- To identify indicators for enhancing the quality of healthcare services in public hospitals.
- 3- To explore the determinants, regulations, and requirements for implementing e-governance as a mechanism to improve healthcare service quality in public hospitals.
- 4- To examine the challenges affecting the implementation of e-governance as a tool for improving healthcare service quality in public hospitals.
- 5- To develop an actionable plan for implementing e-governance to improve the quality of healthcare services in public hospitals.

Study Concepts: E-Governance - Healthcare Service Quality - Improvement of Healthcare Service Quality

Study Methodological: Type of Study: This study falls under the category of descriptive-analytical studies.

Study Method: The study utilized the social survey method, employing both comprehensive surveys and sample-based surveys.

Study Sample: The study was conducted on a simple random sample selected from employees working in all public hospitals in Fayoum Governorate. The total sample size consisted of 342 individuals.

Study Tools: The current study relied on a questionnaire as the primary tool for data collection from respondents. The questionnaire was structured into five main sections.

Study Findings: The study demonstrated that the level of e-governance implementation in public hospitals requires significant development in terms of infrastructure, policies, and procedures. Such improvements are essential to provide more effective, cost-efficient, and timely services.

- 1- E-governance supports more efficient management of human and financial resources, which positively impacts productivity.
- 2- Implementing e-governance in public hospitals contributes to faster procedures, saving time and effort for both patients and healthcare workers, while improving the efficiency of healthcare services.
- 3- Utilizing electronic systems enhances transparency and accountability, reducing opportunities for corruption and increasing administrative efficiency. This allows for accurate resource tracking and streamlined administrative processes. The resulting high-quality, timely services positively impact patient satisfaction and build trust in the services provided by public hospitals.