

**PERSONAL FACTORS AND SERVICE DELIVERY OF HEALTH INFORMATION
MANAGEMENT PRACTITIONERS IN UNIVERSITY TEACHING
HOSPITALS, SOUTH-WEST, NIGERIA**

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Abstract

Service delivery by Health Information Management (HIM) practitioners contributes to patients' healthcare services. Previous studies reported that the services received by patients are declining. This decline has given rise to reluctance in seeking medical attention, adhering to medical guidance, and participating in health initiatives. Studies have shown that personal factors in university teaching hospitals can affect service delivery. However, the variable has not been fully measured in the literature to determine its influence on service delivery. Therefore, this study investigated the influence of personal factors on service delivery. HIM practitioners in university teaching hospitals, South-West, Nigeria. The study employed survey research design. The population comprised 417 HIM practitioners and 468,654 outpatients. Total enumeration was used for HIM practitioners and Krejcie and Morgan's formula was used to derive the sample size of 422 outpatients. Cronbach's alpha reliability coefficients for the constructs ranged from 0.70 to 0.97. The response rate was 100% and 92% for outpatients and HIM practitioners respectively. Data were analysed using descriptive and inferential (simple and multiple regression) statistics. Findings revealed personal factors have a positive and significant influence on service delivery ($\text{Adj.}R^2 = 0.17$, $F(1, 383) = 77.38$, $p < 0.05$). The study concluded that personal factors enhanced

service delivery of health information management practitioners in university teaching hospitals in South-West, Nigeria.

Keywords: Health information management practitioners, Out-patient, Personal factors, Service delivery, University teaching hospitals

Introduction

World Health Organization (2018) states that service delivery is the management and delivery of health services to patients for continuum of preventive and curative services, according to their needs over time and across different levels of the health system. The delivery of health services is the aspect of the health system that is most visible to patients and the general public. Therefore, delivery of all services related to the diagnosis and treatment of disease, as well as the promotion, maintenance, and restoration of health requires efficient service delivery. Practitioners of health information management (HIM), also referred to as medical records professionals, provide a range of patient care and are responsible for arranging patient paper and digital records that they obtain from physicians, diagnostic labs, or patients completing forms.

Additionally, they are tasked with initiating, processing, and checking patient records from emergency, inpatient, and outpatient care. This makes sure that all the required paperwork and data are on hand and organized in accordance with medical standards. However, despite the fact that their role is extremely important, the public's expectations for the services provided by the health information department have been found to be unmet (WHO, 2018).

Service delivery may be assessed in a variety of ways since it can be used as an adaptable measuring scale in diverse areas. However, this study's viewpoint of healthcare service delivery will be considered using five (5) dimensions which are tangibility, responsiveness, reliability, assurance and empathy as identified by Cronin and Taylor (1992). Tangibility is the availability and accessibility of physical facility with requisite infrastructure, serene and enabling work environment; adequate functioning equipment/tools and communication materials/channels; ample committed, dedicated health practitioners and para-medical personnel of sound pedigree (Isaruk et al., 2021). Responsiveness is the eagerness to assist patients with respect and provide quick service to satisfy consumers. This dimension focuses on the two essential factors, which are willingness and promptness of the service providers. Reliability is an essential dimension of the service delivery. Reliability is the capacity to provide services exactly, on time, and credibly. According to Çelmeçe et al. (2020), when healthcare practitioners are not reliable, it may be

impossible for a hospital to give quality care. Assurance depends on the employee's technical knowledge, practical communication skills, courtesy, credibility, competency, and professionalism. Finally, empathy which entails paying close attention to the customers to ensure thoughtful and exceptional service.

Omisore and Agbabiaka (2016), Ajisebute (2016), discovered from their various studies that the problems faced by health information practitioners are caused by issues such as patient records that are unavailable or inaccurate, as well as the loss, destruction, misplacement, and disappearance of some patient case files. Mosadeghard (2014) have noted that healthcare service delivery could be improved by supportive visionary leadership, proper planning, education and training, availability of resources, effective management of resources, employees and processes, and collaboration and cooperation among providers. Based on these, this study considered the role personal factors could play in improving the services delivered by health information practitioners. Personal factors are the particular background of an individual's life and living, including features of the individual that are not part of a health condition or health states, and which can impact functioning positively or negatively (Schredl & Goeritz, 2019). According to Porter et.al (2020), personal factors includes childhood experience, knowledge and education, personality and self-construal, sense of control, values, political and world views, goals, cognitive biases, place attachment, age, gender, and chosen activities. Personal factors refer to personal characteristics that influence decision-making including age and stage in the life cycle, occupation and economic circumstances, personality and self-concept, and lifestyle and values (Porter, et al, 2020).

Personal factors in this study was measured using the big five personality traits. Each of the Big five personality traits represents a broad set of related behavioral characteristics. The five big personality traits as identified by McCrae and Costa Jr, (2021) are extroversion, openness, agreeableness, conscientiousness and neuroticism. Extraversion predicts social behavior. People who are highly extrverted frequently have more friends and potential partners and are regarded as having higher social status by their peers. Openness to experience is a general appreciation for art, emotion, adventure, unusual ideas, imagination, curiosity, and variety of experience. Intellectually interested, open to emotion, sensitive to beauty, and eager to try new things are all characteristics of those who are open to experience. Conscientiousness test results that are high suggest a preference for planned activity over spontaneous behavior (Paruzel-Czachura et al., 2022). Young individuals have higher than normal levels of conscientiousness, which eventually

diminish as people become older. Neuroticism is the tendency to experience unpleasant emotions, such as wrath, worry, or despair. (Widiger, & Crego, 2019).

In order to impact their interactions with patients, health information management practitioners need to possess several crucial personal qualities. Mason's (2020) study revealed that nurses and paramedics with lower extroversion and higher neuroticism scores might not be the best fit for their profession, particularly when handling high-stress scenarios. As the initial point of contact in the hospital, health information management professionals need to be able to accurately extract patient information and biodata from their sources. This helps the doctors in their delivery of care. Alsyouf et al. (2022), which looked at how top management support and personality affected nurses' intentions to perform their jobs.

The study found that performance expectancy significantly moderated independent hypotheses of two predictors, agreeableness and openness. This demonstrates how a medical professional's personal factor may matter while providing healthcare.

In view of the fact that personal factors may have been researched independently, there seems to be a scarcity or dearth of literature in linking the relationship between personal factors and service delivery of health information management practitioners in teaching hospitals in South-West, Nigeria. This is the gap that this study is aiming to fill. Based on this, the aim of this study is to investigate the influence of personal factors on service delivery of information management practitioners in teaching hospitals in South-West, Nigeria.

Objective of the Study

The main objective of the study is to investigate the influence of personal factors on service delivery of health information management practitioners in university teaching hospitals, South-West, Nigeria. The specific objectives are to:

1. find out the perception of patients towards service delivery of health information management practitioners in university teaching hospitals, South-West, Nigeria;
2. ascertain health information management practitioners' perception toward service delivery in university teaching hospitals, South-West, Nigeria;
3. determine the prevalent personal factors of health information management practitioners in university teaching hospitals, South-West, Nigeria;

4. identify the influence of personal factors on service delivery of health information management practitioners in university teaching hospitals, South-West, Nigeria;

Research Questions

The research sought to answer the following questions:

1. What is the perception of patients towards service delivery of health information management practitioners in university teaching hospitals, South-West, Nigeria?
2. What is the perception of health information management practitioners on service delivery that exist in university teaching hospitals South-West, Nigeria?
3. What are the prevalent personal factors of health information management practitioners in university teaching hospitals South-West, Nigeria?

Hypothesis

The null hypothesis was tested at 0.05 level of significance:

1. There is no significant influence of personal factors on service delivery of health information management practitioners in university teaching hospitals, South-West, Nigeria.

2.0 Literature Review

2.1 Conceptual Review

2.1.1 Concept of Service Delivery

Service delivery as the overall name for every activity performed to render quick and satisfying service, and to respond and resolve community or citizen problems. Service delivery relates to the principles, standards, procedures and methods by which information managers offer its roles and responsibilities to the hospitals. It is asserted that information managers harness information and knowledge by enhancing access and retrieval through professional processing, storage and dissemination and thereby increase the value of human intellectual outputs. In most industrialized countries, the services sector accounts for a substantial portion of total output and employment, making it the largest and fastest-growing sector in the world economy (Musenze & Mayende, 2021). Service delivery refers to the actual delivery of a service and products to the customer or clients (Giri & Shakya, 2018).

Service delivery does not only depend on the knowledge of doctors and nurses but also records-keeping processes in the hospital by health information professionals. Health information is of different types depending on the size and activities of the given hospital. Some of these services are ability to manage records in hospitals which include patient case notes, x-rays, pathological specimens and preparations, patient indexes and registers, pharmacy and drug records, nursing and ward records (Muhammad et al., 2021). It is noted that healthcare provider ensures competent service provision and proper health information management to keep costs down, secure patient data, and maintain compliance in rapidly expanding regulatory environment. This implies that the record management policy's priorities are set by the hospitals.

The role of the health information manager is to develop policies for health information management and procedures in order to promote better health information management practice in the hospitals as working together with heads of departments (Brennan et al., 2020). Throughout the service delivery of health information practitioners, they work to clearly define the content of services and responsibilities of the service provider and set service quality expectation as well as liability and time lines. Service delivery in a hospital setting has a profound influence on how people perceive the organization. Satisfied patients are more likely to view the hospital positively and recommend it to others. A well-managed service delivery process enhances the hospital's credibility and fosters trust among patients and their families. When patients receive reliable and compassionate care, they are more likely to trust the hospital's expertise and professionalism (Cochrane et al., 2019). Also, efficient and attentive service delivery contributes to the perception that the hospital is competent in diagnosing and treating medical conditions. A positive experience reinforces the belief that the hospital is capable of delivering high-quality healthcare.

The healthcare service delivery for this study focuses on the five dimensions of SERVQUAL model of service quality which have been used to identify service delivery of librarians. The dimension are tangibles, reliability, responsiveness, assurance, and empathy which are discussed briefly below:

Tangibles are considered to be physical infrastructures and facilities which enable health information manager to discharge the necessary services required from them which are conducive seating facilities, information and communication technology. Tangibles refer to the physical aspects of the service environment that can influence customers' perceptions of quality. This includes the appearance of facilities, equipment, personnel, and any physical evidence associated with the service. Cleanliness, appearance, and visual cues play a significant role in shaping

customer perceptions. Reliability means the ability of health information professionals to deliver the promised services dependably, accurately, honestly and consistently to patients, medical workers and other stakeholders in the medical centre. Patient seek services upon which they can depend on. It is a very common dimension used in almost all of the service quality measuring models, showing its relation with customer satisfaction and retention. In fact, reliability was pointed out by many researchers as one of the most influential dimensions inducing meeting customers' expectations (Ghasemi and Moghadam, 2016). Responsiveness is the willingness of health information professionals to help the patients, medical workers and other stakeholders by providing prompt services to them. In other words, responsiveness also encompasses the health information professionals' willingness to promptly render the needed service assist clients. Enrollees expect that appointments with health information professionals should be made easily and quickly. Assurance entails competence, knowledge, and courtesy of health information management practitioners and their ability to convey trust and confidence to all patients who come to make use of the healthcare resources and facilities. Kandle (2018), describes assurance as the possession of required skills, knowledge, and willingness to use them to transform the services, and needs of patients in the hospital, politeness and respect for clients, friendliness, honesty, and trustworthiness of health information management practitioners. Empathy requires health information professionals to make frantic efforts to know their patients, medical workers and other stakeholders in the medical center. Empathy also means that the staff have clients' best interest to fulfill, and as such they appreciate the individual needs. It also involves listening to customers, keeping them informed in the language of their heart. Patients expect health information professionals to talk to them clearly using words they understand. They equally prefer that health information professionals explain certain procedures to them personally on how to get quality medical attention and other thing done anytime they come to the healthcare center for treatment, instead of doing so through other persons within the medical center who are not staff member. The empathetic attitude towards the patients incites a sense of importance in them and hence, leads to retention behavior and positive word of mouth (Yoganandan, 2022).

Concept of Personal Factors

The quality of hospital services could be considered as the primary determinant of the patients when choosing a hospital. During this decision, nobody accepts a risk. Some patients prefer to pay premium prices to receive quality service in hospitals (Alfansi & Atmaja, 2008). While receiving a healthcare service, patients want to see respect and humanitarian behavior. The importance of the role of healthcare professionals in delivering the services to the society has prompted the experts to discuss, debate, and examine the multitude of practices to make them more productive. Personality may play an important role in work engagement (Macey and Schneider, 2008), because individuals with a specific personality profile may be better able to mobilize their job resources than individuals with a different profile.

Hossain et al., (2021) noted that people have distinctive qualities known as personalities that influence how they respond to their environment. This implies that personality may be able to shed light on the distinctive tendencies of individual feelings, thoughts, and behaviors. It reveals the reasons behind action, thought, and emotion, to put it another way. Although the idea of personality is complex and difficult to define, scholars see it from a variety of angles, such as the integrated operation of psychological components, as well as an individual's distinctive tendencies and a process (Barone & Kominars, 1998). According to Uher (2017), there are three ways to approach the concept of personality: clinically, psychometrically, and experimentally. Personality, according to Gridwichei et al. (2020) is a multifaceted construct that can be discovered by self-report or observation. Personality is described by Hosseinpour and Rahmani (2018) as a set of characteristics that guide consistent behavior across time and may aid in explaining how people react in various contexts. Personality is a crucial psychological mechanism for behavior guidance. When we try to define personality, we refer to a combination of mental, behavioral, and physical characteristics that are unique for the individuals (Harini, Radha, & Sundararajan, 2018). People differ from each other in many ways. Many researchers have underlined the importance of personal factors at the workplace concerning leadership, management, teamwork, performance, motivation entrepreneurship and strategy. Personal factors include pattern characteristics, behaviors, feelings, and thoughts. The Big Five model is the predominant theoretical framework that can be used to investigate, connections between these personal factors and the workplace. These five traits are the following: openness to experience, conscientiousness, extraversion, agreeableness, and neuroticism. Openness to experience also called intellect or just openness, signifies an individual who is curious, explorative, has a need for variety and aesthetic sensitivity, and it is a good predictor, of creativity. Openness to experience refers to individuals who tend to be creative, imaginative, and curious to experience new things amongst other things (McCrae & Costa, 2018).

Conscientiousness is not surprising that is a reliable and strong predictor of job performance as it describes personality characteristics concerning being punctual, systematic, responsible, and hard-working. Conscientiousness is a strong indicator for dependence, achievement orientation and task proficiency. On an organizational level, conscientiousness is an indicator for incorporate dedication, citizenship, and compliance. It is the trait that is associated with diligence, self-discipline, punctuality, and general competence (McCrae & Costa, 2018). Extraversion, as a significant personality trait, is related to popularity and social success indicating an individual who is talkative, assertive, and sociable. Extraversion is also connected to a happier life and a higher lifetime income. Moreover, agreeableness is a personality trait that includes behaviors, such as being caring, collaborative, kind and well-mannered. Agreeableness is a personality trait that includes behaviors, such as being caring, collaborative, kind and well-mannered.

Personal factors and service delivery of medical practitioners

Mosadeghrad (2014) on the influence of personal factors on healthcare service delivery of medical doctors in Iran. The study showed that quality in healthcare is a production of cooperation between the patient and the healthcare provider in a supportive environment. Personal factors of the provider and the patient, and factors pertaining to the healthcare organization, healthcare system, and the broader environment affect healthcare service quality. Healthcare quality can be improved by supportive visionary leadership, proper planning, education and training, availability of resources, effective management of resources, employees and processes, and collaboration and cooperation among providers. Birkeland et al. (2022) examined personality characteristics associated with satisfaction with healthcare and the wish to complain using the descriptive survey design. The study revealed that respondents with higher scores on the agreeableness dimension expressing greater satisfaction with care. It was concluded that low agreeableness and high neuroticism scores are associated with lower patient satisfaction with healthcare and increased wish to complain. Irrespective of personality, however, the wish to complain seems responsive to changes in patient involvement, underscoring the importance of inclusive healthcare communication. To buttress further, research examined whether healthcare employees' personality traits (conscientiousness and agreeableness) are related to their perception of service quality, mediated by the quality of team relationships (trust among team members, peer support, and participation in decision-making). It was found that employee personality characterized by conscientiousness and agreeableness encourages trust-based employee relationship, which in turn positively affect the quality of service provided.

Personality characteristics associated with satisfaction with healthcare and the wish to complain using a multivariate analysis found that although agreeableness dimension expresses greater satisfaction with care and decreased wish to complain however, high neuroticism scores were associated with less satisfaction and an increased wish to complain about healthcare. This means low agreeableness and high neuroticism scores are associated with lower patient satisfaction with healthcare and increased wish to complain (Birkeland et al., 2022). A study on Effect of healthcare workers' personalities on health service quality of hospitals on the Malaysia-Indonesia border. The study adopted the Big Five Traits and SERVQUAL models to measure healthcare workers' personalities and health service quality. The result test results show that agreeableness and emotional stability positively and significantly influenced health service quality at the 5% level, with each coefficient of 0.332 and 0.701. Donald and Oluwatelure (2016) examined self-esteem and extroversion as predictors of service delivery among doctors in Nigeria. The showed that extroversion had significant negative relationship with service delivery. This imply that clinicians who reported high extroversion show low clinical leadership competency. Based on the findings, the study has empirically demonstrated that clinicians who perceived a diminish sense of self-esteem, and extroversion showed higher tendency to demonstrate clinical leadership competence than their counterparts in healthcare management.

A related study on empathy, emotion, and personality as predictors of service delivery among doctors in the health system was carried out by Marto-Martínez et al. in 2021. The study found that doctors' and nurses' personality, emotion, and empathy all have an impact on engagement elements. With the exception of neuroticism, which exhibited a negative association, the vigor and absorption elements of engagement had a positive link with empathy, positive affect, and all five of the Big Five personality traits. The vigor, devotion, and absorption components of engagement were influenced by personality, and this link was mediated by cognitive empathy.

Johari and Hee (2013) examined personality traits and service delivery in the Health Tourism Hospitals in Malaysia. The findings of this study revealed that openness to experience and conscientiousness were significantly and positively related to customer-oriented behavior and service delivery.

Methodology

This study adopted survey research design. The population consists of four hundred and seventeen (417) health information management practitioners who work in the five-teaching hospitals recognized by the medical and dental clinic of Nigeria in the South-West geopolitical zone in Nigeria. This value was obtained from the health information management department of the selected hospitals in SouthWest, Nigeria. the total enumeration method was used for the health information management practitioners which means four hundred and seventeen (417) health information management practitioners because the researcher was able to manage the population size, to give comprehensive coverage of all health information management practitioners in the selected University teaching hospitals in South-West Geopolitical zone Nigeria, therefore there was no sampling for this study.

The sample size of 384 for outpatients was obtained using Krejcie and Morgan's formula. However, this study will made use of attrition rate. Therefore, using ten percent attrition rate, thirty-eight (38) outpatients was gotten and added to three hundred and eighty-four (384) gotten from Krejcie and Morgan formula and this yields a total of four hundred and twenty-two (422) outpatients.

Research Question One: What is the perception of patients towards service delivery of health information management practitioners in selected teaching hospitals, South-West, Nigeria?

Table 1: Perception of patients towards service delivery of Health information management practitioners

Service Delivery	Strongly agree (4)	Agree (3)	Disagree (2)	Strongly disagree (1)	Mean	Std.
Assurance					3.11	0.618
My health record is secured in the custody of health information management practitioners in this hospital	175 (41.5%)	222 (52.6%)	25 (5.9%)	0	3.36	0.590

I can easily relate with health information management practitioners	178 (42.2%)	217 (51.4%)	22 (5.2%)	5 (1.2%)	3.35	0.634
Health information management practitioners in this hospital are knowledgeable enough to attend to my information needs	85 (20.1%)	290 (68.7%)	47 (11.1%)	0	3.09	0.553
I feel safe interacting with health information management practitioners in this hospital	83 (19.7%)	215 (50.9%)	124 (29.4%)	0	2.90	0.694
Health information management practitioners show me courtesy consistently during service delivery in this hospital	52 (12.3%)	250 (59.2%)	120 (28.4%)	0	2.84	0.618
Responsiveness					2.89	0.597
Health information management practitioners in this hospital give efficient care services to patients so that patients resources are not wasted	33 (7.8%)	356 (84.4%)	33 (7.8%)	0	3.00	0.396
Health information management practitioners in this hospital provide patients' centered care based on their individual needs	38 (9.0%)	346 (82.0%)	38 (9.0%)	0	3.00	0.425
In this hospital, patients' records are promptly retrieved by health information management practitioners	73 (17.3%)	235 (55.7%)	114 (27.0%)	0	2.90	0.659
Health information management practitioners in this hospital always provide precise	62 (14.7%)	255 (60.4%)	105 (24.9%)	0	2.90	0.622

information about patient's appointment						
Health information management practitioners in this hospital provide equitable care services to patients irrespective of patients' social status	45 (10.7%)	259 (61.4%)	46 (10.9%)	72 (17.1%)	2.66	0.884
Reliability					2.82	0.646
Patients' referral management is always carried out with patients consent in this hospital	106 (25.1%)	255 (60.4%)	53 (12.6%)	8 (1.9%)	3.09	0.668
Patients' health records are easily retrieved always for the primary purpose of patient care in this hospital	41 (9.7%)	342 (81.0%)	39 (9.2%)	0	3.00	0.436
Health information management practitioners in this hospital show keen interest in attending to me	97 (23.0%)	140 (33.2%)	173 (41.0%)	12 (2.8%)	2.76	0.836
Health information management practitioners in this hospital are always prompt in rectifying errors.	39 (9.2%)	223 (52.8%)	160 (37.9%)	0	2.71	0.625
Health information professionals in this hospital provide satisfactory services to me at all times	33 (7.8%)	172 (40.8%)	209 (49.5%)	8 (1.9%)	2.55	0.666
Empathy					2.68	0.770
In this hospital, health information management	100 (23.7%)	244 (57.8%)	78 (18.5%)	0	3.05	0.648

practitioners often understand patients' anxiety						
I am always impressed by the power of creativity in dealing with patients of health information management practitioners in this hospital	52 (12.3%)	315 (74.6%)	55 (13.0%)	0	2.99	0.504
In this hospital, health information management practitioners always show concern about patients' health challenges	71 (16.8%)	149 (35.3%)	182 (43.1%)	20 (4.7%)	2.64	0.814
Health information management practitioners often pay due attention to patients in this hospital	57 (13.5%)	167 (39.6%)	150 (35.5%)	48 (11.4%)	2.55	0.864
Health information management practitioners always provide safe care to patients by avoiding utterances that could cause harm to patients	45 (10.7%)	122 (28.9%)	110 (26.1%)	145 (34.4%)	2.16	1.018
Tangible					2.54	0.801
Physical infrastructures are always available for delivery of healthcare services by health information management practitioners	47 (11.1%)	224 (53.1%)	146 (34.6%)	5 (1.2%)	2.74	0.663
Health information management department of this hospital is visually attractive	47 (11.1%)	254 (60.2%)	65 (15.4%)	56 (13.3%)	2.69	0.838

Communication gadgets within the health information management department are functional	57 (13.5%)	148 (35.1%)	177 (41.9%)	40 (9.5%)	2.53	0.843
The location of the health information management is perfect for patients	49 (11.6%)	153 (36.3%)	180 (42.7%)	40 (9.5%)	2.50	0.821
The space allocated to health information management department permit interaction with health information management practitioners	37 (8.8%)	105 (24.9%)	208 (49.3%)	72 (17.1%)	2.25	0.841
Grand Mean					2.81	0.686

Source: Researcher's Field Survey, 2024

Table 1 explains the perception of service delivery provided by HIM practitioners according to the patients' point of view. The findings revealed from the table showed that the perceptions of the service delivery of HIM practitioners in teaching hospitals in South-West, Nigeria. The outpatients agreed to the HIM practitioners service delivery statements with a grand mean of ($\bar{x} = 2.81$, $SD = 0.686$) on a 4point Likert-type scale. The findings further revealed that the assurance indicator had the highest average mean ($\bar{x} = 3.11$) which indicates a very high level of assurance while tangible had the lowest average mean ($\bar{x} = 2.54$). The agreement of outpatients with statements about the service delivery of health information management (HIM) practitioners suggests that patients perceive the care provided to be of quality, leading to satisfaction, trust, and confidence in the healthcare system. This agreement implies effective communication between practitioners and patients, fostering continuity of care and potentially improving overall patient outcomes.

Research Question Two: What is the perception of health information management practitioners on service delivery that exist in selected teaching hospitals South-West, Nigeria?

Table 2: Tittle?

Service Delivery	Strongly agree (4)	Agree (3)	Disagree (2)	Strongly disagree (1)	Mean	Std.
Assurance					3.48	0.514
I ensure patient health record is secured in the hospital	230 (59.0%)	160 (41.0%)	0	0	3.59	0.493

I ensure the patients can relate easily with me	220 (56.4%)	170 (43.6%)	0	0	3.56	0.497
I show patients courtesy consistently in my services	170 (43.6%)	220 (56.4%)	0	0	3.44	0.497
I am knowledgeable enough to attend to patients' information needs	170 (43.6%)	215 (55.1%)	5 (1.3%)	0	3.41	0.565
I feel safe interacting with health information professionals in this hospital	165 (42.3%)	220 (56.4%)	5 (1.3%)	0	3.41	0.518
Empathy					3.46	0.558
I always show concern about patients' health challenges.	210 (53.8%)	175 (44.9%)	5 (1.3%)	0	3.53	0.525
I always provide safe care to patients by avoiding utterances that could cause harm to patients	185 (47.4%)	205 (52.6%)	0	0	3.47	0.500
I often pay due attention to patients in this hospital	195 (50.0%)	185 (47.4%)	5 (1.3%)	5 (1.3%)	3.46	0.593
I am of creative w caring for the patients in need of healthcare	190 (48.7%)	190 (48.7%)	10 (2.6%)	0	3.46	0.548
I often understand patients' anxiety	175 (44.9%)	185 (47.4%)	30 (7.7%)	0	3.37	0.623
Responsiveness					3.37	0.514
I provide equitable care services to patients irrespective of patients' social status	165 (42.3%)	220 (56.4%)	5 (1.3%)	0	3.41	0.518
I give efficient care services to patients by ensuring that patients resources are not wasted	160 (41.0%)	225 (57.7%)	5 (1.3%)	0	3.40	0.516

I always provide precise information about patient's appointment	155 (39.7%)	230 (59.0%)	5 (1.3%)	0	3.38	0.513
I promptly retrieve patients' records health for patient healthcare	145 (37.2%)	240 (61.5%)	5 (1.3%)	0	3.36	0.506
I provide patients' centered care based on their individual needs	130 (33.3%)	250 (64.1%)	10 (2.6%)	0	3.31	0.515
Reliability					3.31	0.554
I provide satisfactory services to patients at all time	180 (46.2%)	200 (51.3%)	10 (2.6%)	0	3.44	0.546
I show keen interest in attending to patients	175 (44.9%)	200 (51.3%)	15 (3.8%)	0	3.41	0.565
I ensure patients' referral management is always carried out with patients consent in this hospital	115 (29.5%)	275 (70.5%)	0	0	3.29	0.457
I am always prompt in rectifying errors.	120 (30.8%)	240 (61.5%)	25 (6.4%)	5 (1.3%)	3.22	0.614
I easily retrieve patient records for the primary purpose of patient care in the hospital	115 (29.5%)	240 (61.5%)	35 (9.0%)	0	3.21	0.586
Tangible					3.08	0.687
Communication gadgets within the health information management department are useable	150 (38.5%)	200 (51.3%)	35 (9.0%)	5 (1.3%)	3.27	0.674
The location of the health information management is perfect for patients	95 (24.4%)	260 (66.7%)	35 (9.0%)	0	3.15	0.557

Physical infrastructures are always available for delivery of healthcare services to patients in this hospital	90 (23.1%)	250 (64.1%)	40 (10.3%)	10 (2.6%)	3.08	0.657
The space allocated to health information management department permits interaction with patients	105 (26.9%)	200 (51.3%)	75 (19.2%)	10 (2.6%)	3.03	0.752
Health information management department of this hospital is visually attractive	80 (20.5%)	195 (50.0%)	95 (24.4%)	20 (5.1%)	2.86	0.797
Grand Mean					3.34	0.565

Source: Researcher's Field Survey, 2024

Table 2 represents the result on health information management practitioners' perception towards service delivery in teaching hospitals in South-West, Nigeria. The table revealed that HIM practitioners strongly agreed to the questions regarding their service delivery with a grand mean of ($\bar{x} = 3.34$, $SD = 0.565$) on a 4-point Likert-type scale. This implies that the HIM practitioners deliver services with empathy, responsiveness, reliable, tangible and with assurance. The findings further revealed that the assurance indicator had the highest average mean ($\bar{x} = 3.48$) which indicates a very high level of assurance while tangible had the lowest average mean ($\bar{x} = 3.08$). This result is in tandem with the patients' perceptions on the service delivery of HIM practitioners. This means that patients' health record is secured in the hospital and patients feel safe interacting with health information professionals in the teaching hospitals. The implication of HIM practitioners delivering services with empathy, responsiveness, reliability, tangibility, and assurance is that patients are likely to experience enhanced satisfaction, trust, and confidence in their healthcare interactions. This approach fosters a supportive and caring environment, where patients feel understood, valued, and well-supported throughout their healthcare journey. Moreover, it can lead to improved patient outcomes, increased patient compliance with treatment plans, and a stronger sense of continuity of care. Overall, delivering services in terms of empathy, responsiveness, reliability, tangibility, and assurance will not only benefits individual patients but also contributes to building a positive reputation for the healthcare facility and strengthens the relationship between patients and healthcare providers.

Research Question Three: What are the prevalent personal factors of health information management practitioners in selected teaching hospitals South-West, Nigeria?

Table 3: Personal factors of health information management practitioners in teaching hospitals

Personal Factors	Strongly agree (4)	Agree (3)	Disagree (2)	Strongly disagree (1)	Mean	Std.
Conscientiousness					3.58	0.542
I see myself as someone who is extremely careful	245 (62.8%)	140 (35.9%)	5 (1.3%)	0	3.62	0.513
I see myself as someone who does a thorough job	250 (64.1%)	130 (33.3%)	5 (1.3%)	5 (1.3%)	3.60	0.586
I see myself as someone who makes adequate planning.	230 (59.0%)	155 (39.7%)	5 (1.3%)	0	3.58	0.520
I see myself as someone who perseveres until the task is finished.	215 (55.1%)	165 (42.3%)	10 (2.6%)	0	3.53	0.549
Openness to experience					3.55	0.554
I see myself as someone who values new experiences	260 (66.7%)	120 (30.8%)	10 (2.6%)	0	3.64	0.531
I see myself as someone who comes up with new ideas	225 (57.7%)	160 (41.0%)	5 (1.3%)	0	3.56	0.522
I see myself as someone who is curious about many different things.	235 (60.3%)	130 (33.3%)	25 (6.4%)	0	3.54	0.615
I see myself as someone who has an active imagination	185 (47.4%)	195 (50.0%)	10 (2.6%)	0	3.45	0.547
Agreeableness					3.51	0.525
I see myself as someone who is helpful	230 (59.0%)	155 (39.7%)	5 (1.3%)	0	3.58	0.520

I see myself as someone who is considerate towards everyone	225 (57.7%)	160 (41.0%)	5 (1.3%)	0	3.56	0.522
I see myself as someone who likes to cooperate with others	200 (51.3%)	190 (48.7%)	0	0	3.51	0.500
I see myself as someone who avoids arguments with others	160 (41.0%)	215 (55.1%)	15 (3.8%)	0	3.37	0.558
Extraversion					3.40	0.613
I see myself as someone who can be friendly	240 (61.5%)	145 (37.2%)	5 (1.3%)	0	3.59	0.565
I see myself as someone who generates a lot of enthusiasm.	165 (42.3%)	195 (50.0%)	30 (7.7%)	0	3.35	0.617
I see myself as someone who likes to ponder on different ideas.	160 (41.0%)	210 (53.8%)	15 (3.8%)	5 (1.3%)	3.35	0.617
I see myself as someone who has an assertive personality	160 (41.0%)	200 (51.3%)	25 (6.4%)	5 (1.3%)	3.32	0.651
Neuroticism					2.37	0.945
I see myself as someone who can be tense	75 (19.2%)	140 (35.9%)	130 (33.3%)	45 (11.5%)	2.63	0.923
I see myself as someone who is sometimes shy	50 (12.8%)	115 (29.5%)	140 (35.9%)	85 (21.8%)	2.33	0.958
I see myself as someone who worries a lot	45 (11.5%)	95 (24.4%)	175 (44.9%)	75 (19.2%)	2.28	0.906
I see myself as someone who can be moody	55 (14.1%)	85 (21.8%)	150 (38.5%)	100 (25.6%)	2.24	0.991
Grand Mean					3.28	0.636

Source: Researcher's Field Survey, 2024

This table revealed the prevalent personal factors of HIM practitioners in teaching hospitals in South-West, Nigeria. The overall grand mean of ($\bar{x} = 3.28$, $SD = 0.636$) on a 4point Likert-type scale shows that the HIM practitioners strongly agreed to the prevalent personal factors. Five dimensions were used to measure the personal factors of HIM practitioners which are neuroticism, extraversion, conscientiousness, openness to experience and agreeableness. T Table 3 further revealed that conscientiousness had the highest mean of ($\bar{x} = 3.58$) while neuroticism had the lowest mean of ($\bar{x} = 2.37$). As seen in the Table 3, the HIM practitioners disagreed to neuroticism, which means that the HIM practitioners in teaching hospitals in South-West, Nigeria are not tensed, nor shy, nor worry a lot. The implication of the table's findings, where conscientiousness had the highest mean ($\bar{x} = 3.58$) and neuroticism had the lowest mean ($\bar{x} = 2.37$), indicates that HIM practitioners in South-West Nigeria possess characteristics associated with conscientiousness and lack traits related to neuroticism. Specifically, it suggests that these practitioners are likely organized, responsible, and reliable, while also being less prone to stress, shyness, or excessive worrying. This implies a positive psychological profile among the practitioners, which can lead to better stress management, improved patient care, enhanced teamwork, and a positive workplace culture. Overall, it suggests a resilient and effective healthcare workforce.

Test of Hypothesis

Hypothesis: There is no significant influence of personal factors on service delivery of health information management practitioners in selected teaching hospitals, South-West, Nigeria.

Table 4:

Simple linear regression analysis of personal factors and service delivery

Predictors	B	Std. Error	Beta (β)	T	P	R ²	Adj. R ²	F	ANOVA (Sig.)
(Constant)	2.045	0.148		13.817	.000	0.166	0.164	77.381	0.000
Personal Factors	.395	0.045	0.408	8.797	.000				
Dependent Variable: Service Delivery Predictor: (Constant), Personal Factors DF (F-Statistic) = 1, 389									

DF (T-Statistic) = 388

Source: Field Survey Results, 2024

The results presented in Table 4.6 show that personal factors have a positive and significant influence on service delivery of HIM practitioners in teaching hospitals in South-West, Nigeria ($Adj.R^2 = 0.164$, $F(1,383) = 77.38$, $p < 0.05$). The regression output revealed that personal factors predictor variable is significant because $p < 0.05$. The result further shows an R^2 value of 0.166 which reveals that there is a 16.6% positive influence of personal factors on service delivery. The $\beta = 0.111$ and t-value of 8.797 affirms that the regression coefficient for personal factors is statistically significant, this further gives the empirical evidence that personal factors have significant influence on service delivery. Hence, the null hypothesis which states that there is no significant influence of personal factors on service delivery of health information management practitioners in selected teaching hospitals, South-West, Nigeria was rejected. The hypothesis is therefore restated as: there is a significant influence of personal factors on service delivery of health information management practitioners in selected teaching hospitals, South-West, Nigeria.

Discussion of Findings

Research question one sought to ascertain the perception of patients regarding the service delivery of HIM practitioners in University Teaching Hospitals, South-West, Nigeria. The findings from this study revealed that patient's perceptions of the service delivery by HIM practitioners in teaching hospitals in South-West. The patients agreed to assurance, responsiveness, reliability, empathy and tangibles services provided by the health information management practitioners. However, patients disagreed on adequacy of space allocated to health information management practitioners. This finding supports the submission by Ojo and Owolabi (2017) that patients' perception of health information management personnel service quality was found to be moderate. The study stated that patients were moderately satisfied with the services of the health information management personnel. Salihu (2023) who investigated the patient perception on health information management professional service delivery, showed that patients generally agreed that there was quality service delivery of health information professionals in university teaching hospitals in Abuja, Nigeria. Findings in this study is in consonance with that of Isaruk, Ikonne & Alegbeleye (2021) in their study on health records management practices, referral systems and quality healthcare service delivery in public health facilities in Rivers State, Nigeria. This study found that

patients have positive perception of healthcare service delivery in terms of assurance, reliability, empathy, responsiveness and tangibility respectively

Research question two showed outcome of this present study revealed that the HIM practitioners deliver quality services with empathy, responsiveness, reliable, tangible and with assurance. This result is in tandem with the patients' perceptions on the service delivery of HIM practitioners. This supports Umar's (2023) study on the effect of quality service delivery of HIMs in Lagos University Teaching Hospital (LUTH), Idi-Araba, Lagos State. This study concluded that service delivery is vital to the survival, performance and effectiveness of teaching hospitals in Nigeria for the satisfaction of patients and continued patronage by HIMs in teaching hospitals, Lagos State, Nigeria. This study aligns with that of Alegbeleye *et al.* (2020) who also investigated the level of service delivery by health information management professionals in government teaching hospitals in Nigeria. The result showed that the level of service delivery was high. This study also supports the reports from Ajenifuja and Tunmibi (2024) which investigated the level of service delivery by Health Information Management professionals in Teaching Hospitals in Ondo State, Nigeria and that found a high level of service delivery of health information management practitioners. However, this finding is inconsistent with earlier studies by Adebola (2013), Bloom, et al. (2004), and Avidime (2013) who revealed that the oversight and steering function of health service delivery is usually executed by a public authority, but the extent of influence on the private sub-systems varies and is often very weak.

Research question three which focused on revealing the prevalent personal factors of HIM practitioners in teaching hospitals in South-West, Nigeria. Five dimensions were used to measure the personal factors of HIM practitioners which are neuroticism, extraversion, conscientiousness, openness to experience and agreeableness. The study further revealed that conscientiousness had the highest mean value while neuroticism had the lowest mean value. The HIM practitioners disagreed to neuroticism, which means that the HIM practitioners in teaching hospitals in South-West, Nigeria are not tensed, nor shy, nor worry a lot. Mason's (2020) research disproves this by demonstrating that paramedics and nurses who exhibit higher levels of neuroticism and lower levels of extraversion may not be as well-suited to their line of work, especially when dealing with stressful situations.

The result of hypothesis shows that personal factors have a positive and significant influence on service delivery of HIM practitioners in teaching hospitals in South-West, Nigeria. This study affirms that the regression coefficient for personal factors is statistically significant. This further

gives the empirical evidence that personal factors have a significant influence on service delivery. This study supports Alsyounf et al. (2022) which examined the role of personality and top management support in continuance intention on service delivery among Nurses. The study revealed that performance expectancy significantly mediated the influences of two different hypotheses of two predictors: agreeableness and openness to testing CI. In another similar study conducted by Mosadeghrad (2014) on the influence of personal factors on healthcare service delivery of medical doctors in Iran. Result showed that Quality in healthcare is a production of cooperation between the patient and the healthcare provider in a supportive environment. On the contrary, a study of Ganu (2014) examined the effect of personal factors on service delivery of medical doctors in Kenya. Result showed significant relations between the Big Five personality traits with service delivery and organizational commitment. Openness, Conscientiousness, and Neuroticism have a positive relation with organizational commitment while extraversion and Neuroticism also have a positive relation with job satisfaction. In another similar study that supports this present study conducted by Martínez *et al.* (2021) on empathy, affect and personality as predictors of service delivery among doctors in health system. The result revealed that empathy, affect, and personality influence engagement factors in doctors and nurses

Conclusion

The study analyzed the influence of personal factors on service delivery of health information management practitioners in teaching hospitals in South-West, Nigeria. The result of this study provided both empirical and statistical evidences on the influence of personal factors (extroversion, openness, agreeableness, conscientiousness and neuroticism) on health information management practitioners service delivery (tangibility, reliability, responsiveness, assurance and empathy) in teaching hospitals in South-West, Nigeria. In this study, patients agreed that HIM practitioners provide service delivery in terms of empathy, responsiveness, reliable, tangible and assurance within the teaching hospitals in South-West, Nigeria. Health information management practitioner's deliver services in terms of empathy, responsiveness, reliable, tangible and with assurance. Based on the findings of this study personal factors influences service delivery of Health information management practitioners in teaching hospitals in South-West, Nigeria.

The result of this study can be generalized for university teaching hospitals in South-West, Nigeria. In essence, the level of service delivery by health information management practitioners' university teaching hospitals in South-West, Nigeria is determined by personal factors of the health information management practitioners and their work environment.

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