Measuring Quality of Electronic Service Bareillymedicalhelp.com

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Abstract: Today the generation is more used to of E-World they are spending their time taking advantage and service from the internet, private sector as well as government are now moving towards the E Services, government are connecting with peoples through the E Service, even Government are providing various schemes through E Services only with the slogan Digital India, so today is the edge of E Service help to create more transparency , this will be more effective with quality E Service, creating and managing the quality should be on priority for the creator of E-Service hence this article is based on quality checking of a E service bareillymedicalhelp.com, for the same a survey has been conducted and analysis of the survey result will be discussed.

Keywords: Easy Accessing, Accuracy, impressive design, information relevancy and efficiency, difficulties level, Helpful for Bareilly.

I. INTRODUCTION

This is the age of information technology many organization, industries are using the information technology for enhancement of their business with fast growth rate with the help of many software's, e-services etc[7][15], in-spite of that government sector are not much behind of using the IT power ,not only industry and organizations simply educated people are also taking benefit of information technology, they want to everything in just by one click, today's generation are very used to the laptop, mobiles, tablets device with internet, they are spending their maximum time on the internet they just want everything of their need , like booking of railway tickets, booking of movie tickets ticket booking, shopping of clothes, electronics items, shoes, almost everything they want to buy from the internet, they doesn't want to waste their time in traditional approach[14], this is not wrong if I say that this is the edge of information technology with e-service ,in respect of that most of the IT companies are launching the e-service day by day for different -different purpose for their user on the internet.

Government of Many country's are also associating with e-services, they are connecting their most of the public through the electronic media and e services, Governments are launching many schemes through e-service to their public. [12][13]

Our country India is not behind at all, now-a-days Indian government are also using the IT for development of the country at many levels, from last few years the use and development of E-Service are very much effective for connecting with the public in India[13] ,Government has launched and launching many schemes for the welfare of public in the form of e service in the terms of making

digital India[10][11], with this respect now talking about the city where I lived, Bareilly city where peoples are educated enough , this city contain many education institutions with more than 3 universities and a place of many central government projects as well as state government projects, Bareilly are also knowing as medical hub, there are hundreds of Hospitals, clinic, whole Rohilkhand Region (including many cities, district) is depends on Bareilly for the medical facility and treatment but apart from that this is observed that there is the need of a medical and health related specific e-services which can spread awareness related to health and medical issue among the mock of Bareilly and Rohilkhand only , there are also two-three E Services which are working like that but need a E Service Specially for the public[6] of Bareilly and Rohilkhand Region, with this objective development of a E Service is made possible which is serving Bareilly and Rohilkhand District from 1st January 2015, which is running with domain name www.bareillymedicalhelp.com this will be more effective with quality E Service, creating and managing the quality should be on priority for the creator of E-Service hence this article is based on quality checking [1][2][5] of a E service bareillymedicalhelp.com, for the same a survey has been conducted , survey has been done on more than 100 of peoples u, for analyzing the result likert scale has been used for different –different parameters each parameters have separate analysis [8][9]

II. BAREILLYMEDICALHELP.COM

Bareillymedicalhelp.com is the First Medical Health related E Service for a District in Uttar Pradesh, which contains information of more than one thousand of

Doctors of all specific fields, Surgeon, Specialist, Homeopathy's Doctor, all the important and major Hospitals, renowned Blood Banks, Pathology's and first Aid also. There are huge number of positive response since the E Service has started, till yet there are approximately 14,000 (Fourteen thousand visit has been done), which motivates to improve the quality and features of this E Service. **[1][5]**

III. SURVEY CONDUCTED FOR BAREILLYMEDICALHELP.COM

There is a survey a questionnaire to obtain participant's preferences or degree of agreement with a statement or set of statements which has been conducted for checking and improving the, quality of E-Service (www.bareillymedicalhelp.com), on the following six parameters.

1. Checking Information Efficiency of E-Service
2. Checking Accessibility E-Service
3. Checking the Designing of Data
4. Checking the Complexity level to find the information from the E-Service
5. Checking the relevancy of the Information of E Service
6. Checking How much helpful for Bareilly district

Following likert scale is used for statistical data analysis like 5=Highly satisfied, **4**=Satisfied, **3**= Neither Satisfied nor Dissatisfied (Neutral), **2**=Dissatisfied, and **1**=Highly Dissatisfied **[2][4][9]**

Questionnaire and Surveys Sampling for www.bareillymedicalhelp.com

For each of the questions below, circle the response the best characterizes how you feel about the statement, **where: 5=Highly satisfied, 4=Satisfied, 3= Neither**

Satisfied nor Dissatisfied, 2=Dissatisfied, and 1=Highly Dissatisfied.

Name……………… Email……………………
Address………………………..…………………
Contact Number…………

Comments for website	Highly satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Highly Dissatisfied
Information's efficiency is very good					
Accessibility is very easy					
Design is very impressive					
Complexity to find information is very low					
Information is updated					
Information is relevant and accurate					
Very Helpful for Bareilly					

Fig-01-Format of Survey

This is the format which has been used as a questionnaire used in survey,this survey has been conduct on more than hundred (100, approximately 102) of peoples from different-different places of Bareilly district, the target audience is almost the persons who are computer literate.

IV. STATISTIACL TABLE

A statistic is shown here in the form of table ,which shown the complete analysis details like mean, median, Std.Deviation, percentiles for mareillymedicalhelp.com on six parameters ,further in this article the statistical analysis of all the six parameters has going to be described with the help of frequency table and pie chart. After getting the result of survey there is use of SPSS software for analysis the frequency, percentage

Table 01-Analysis with pie chart on all the six parameters, here are the detail descriptions

		Information efficiency	Easy accessibility	Impressive design	Complexity is very low	Information relevancy	Helpful for Bareilly
	Valid	102	102	102	102	102	102
	Missing	11	11	11	11	11	11
Mean		4.5490	4.5392	4.0980	4.1961	4.0588	4.5294
Median		5.0000	5.0000	4.0000	4.0000	4.0000	5.0000
Std. Deviation		.53819	.57457	.71074	.98543	.75549	.71346
Perce ntiles	25	4.0000	4.0000	4.0000	4.0000	3.0000	4.0000
	50	5.0000	5.0000	4.0000	4.0000	4.0000	5.0000
	75	5.0000	5.0000	5.0000	5.0000	5.0000	5.0000

V. INFORMATION EFFICIENCY

this is the first parameter of survey, which help us to know the efficiency level of bareillymedicalhelp.com, that was assume that the information in this E-Service (bareillymedicalhelp.com) is very efficient, many people has given their opinion on this through likert (5=Highly satisfied, **4**=Satisfied, **3**= Neither Satisfied nor Dissatisfied (Neutral), **2**=Dissatisfied, and **1**=Highly Dissatisfied) as the result of this survey

57% persons are satisfied with this
41% says that they are satisfied
Only 2 % are neutral
The frequency of highly satisfied persons is 58.
Frequency of satisfied persons is 42
Frequency of neither satisfied nor dissatisfied (neutral) is 2.

The arrangement of frequency, percentage, valid percentage, cumulative percentage is shown in fig 3.

Table 02, Frequency table for "Information efficiency is very good"

		Freque ncy	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	2	1.8	2.0	2.0
	Satisfied	42	37.2	41.2	43.1
	Highly satisfied	58	51.3	56.9	100.0
	Total	102	90.3	100.0	
Missing	System	11	9.7		
Total		113	100.0		

Pie-chart is also used for showing the result of the survey in terms of likert scale.

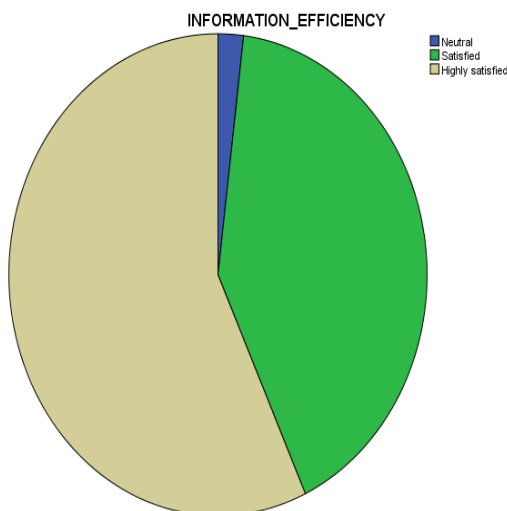Fig.02, Pie-chart for "Information efficiency is very good

Where light brown area indicating the sign of highly satisfied the largest area, whereas green area is indicating the satisfactory level of the users and smallest area of blue color indicates the sign of Neutral users who are neither satisfied nor dissatisfied.

VI. EASY ACCESSIBILITY

The second task was to analyze the level of accessibility of the information, because if users have face problem in fetching the information then it means E-Service need to modify its level of accessibility so for this there are more than 100 of persons have given their feed-back in a survey through likert (5=Highly satisfied, **4**=Satisfied, **3**= Neither Satisfied nor Dissatisfied(Neutral), **2**=Dissatisfied, and **1**=Highly Dissatisfied), which help us to know the level of accessibility of this E Service, that was assume that the accessibility of information is very easy their opinion on this as the result of this survey

57.8 % persons are satisfied with this
38.2 % says that they are satisfied
Only 4 % are neutral
The frequency of highly satisfied persons is 59.
Frequency of satisfied persons is 39
Frequency of neither satisfied nor dissatisfied (neutral) is 4.

The arrangement of frequency, percentage, valid percentage, cumulative percentage is shown in fig 5

Table 03, Frequency table for "Easy Accessibility"

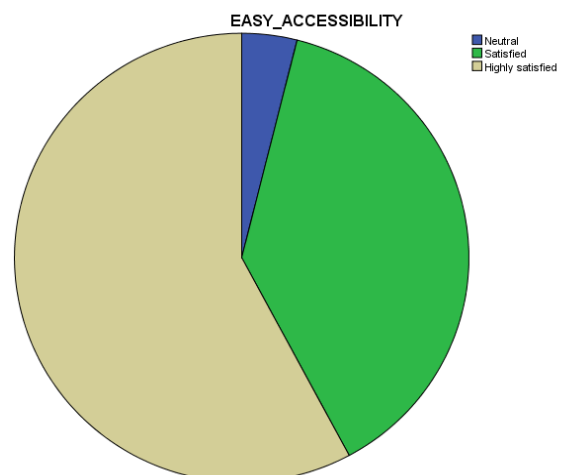|		Freque ncy	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	4	3.5	3.9	3.9
	Satisfied	39	34.5	38.2	42.2
	Highly satisfied	59	52.2	57.8	100.0
	Total	102	90.3	100.0	
Missing	System	11	9.7		
Total		113	100.0		

Fig.03, Pie-chart for "Easy Accessibility"

The same result is represents here through the pie-chart as shown in figure 6. , where green area is of satisfied users, Blue area is of the users which are neither satisfied nor dissatisfied and the larger area of color light brown is the area of Highly satisfied persons, means most of the persons are very much satisfied for the accessibility of information from bareillymedicalhelp.com.

VII. IMPRESSIVE DESIGN

Design is the one of the most important feature of any E-service , because attractive interface is works like a good tool for interaction , success of any E-Service is depends upon the presentation of that E-Service and for good presentation pleasant designing is required so for this concern there a survey has been conducted using likert scale 5=Highly satisfied, **4**=Satisfied, **3**= Neither Satisfied nor Dissatisfied(Neutral), **2**=Dissatisfied, and **1**=Highly Dissatisfied, which help us to know how impressive the design of E-Service is. that was assume that the design of bareillymedicalhelp.com is very impressive , the result of this survey is shown in the frequency table and through pie chart.

27.5 % persons are Highly satisfied with this
57.8 % persons are satisfied with the statement.
11.8 % are neutral and
 2.9 approximate 3% persons are dissatisfied with this statement
The frequency of highly satisfied persons is 28.
Frequency of satisfied persons is 59 Frequency of neither satisfied nor dissatisfied (neutral) is 12.
Frequency of Dissatisfied persons is 3.

The arrangement of frequency, percentage, valid percentage, cumulative percentage is shown in fig 7.

Table04, Frequency table for "Impressive Design"

		Freque ncy	Percent	Valid Percent	Cumulativ e Percent
Valid	Dissatisfied	3	2.7	2.9	2.9
	Neutral	12	10.6	11.8	14.7
	Satisfied	59	52.2	57.8	72.5
	Highly satisfied	28	24.8	27.5	100.0
	Total	102	90.3	100.0	
Missing	System	11	9.7		
Total		113	100.0		

The same result is represents here through the pie-chart as shown in figure 8. , where green area is of Neither satisfied nor dissatisfied users with the comment, larger area light brown area is of satisfied users, Blue area is of the users which are dissatisfied and the purple color is the area of Highly satisfied persons, means most of the persons are satisfied.
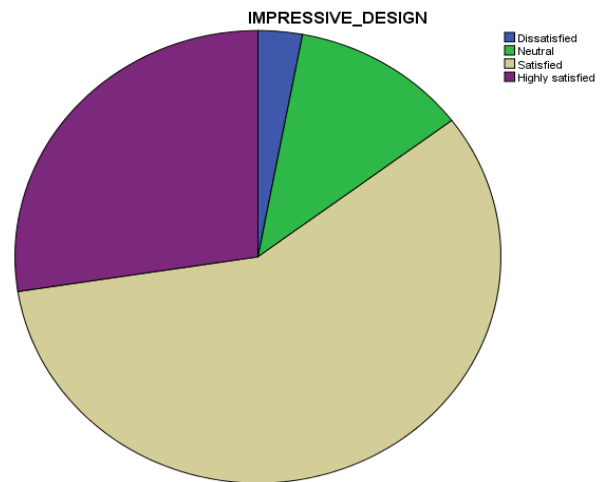

Fig.04,Pie-Chart for "Impressive Design"

VIII. COMPLEXITY IS VERY LOW

For the success of any E-Service the user friendly nature of E Service is substantial part , the success rate will very much depends upon the user friendly nature if user feel difficulties while visiting your site or accessing the information then slowly –slowly user avoid to visit the web site ,for this purpose checking the difficulties level of Bareillymedicalhelp.com a survey has been conducted among 100 of persons with the help of likert scale(5=Highly satisfied, **4**=Satisfied, **3**= Neither Satisfied nor Dissatisfied(Neutral), **2**=Dissatisfied, and **1**=Highly Dissatisfied) survey is based on the statement that the complexity level of bareillymedicalhelp.com is very low.

As the result of this survey
 47.1% persons are highly satisfied with this
36.3% says that they are satisfied
7.8 % are neutral
6.9 % are not satisfied
And 2.0% are highly dissatisfied with the statements.
The frequency of highly satisfied persons is 48.
Frequency of satisfied persons is 37
Frequency of neither satisfied nor dissatisfied (neutral) is 8. Frequency of dissatisfied persons is 7
And frequency of highly dissatisfied is 2.

Means some user think that there is the complexity in suffering the website and find the information. But the percentage of this type of user is very low, but any way this is the matter of concern.

The arrangement of frequency, percentage, valid percentage, cumulative percentage is shown in fig 9.

Table .05, Frequency table for "Complexity is very low"

		Frequ ency	Percent	Valid Percent	Cumulativ e Percent
Valid	Highly Dissatisfied	2	1.8	2.0	2.0
	Dissatisfied	7	6.2	6.9	8.8

	Neutral	8	7.1	7.8	16.7
	Satisfied	37	32.7	36.3	52.9
	Highly satisfied	48	42.5	47.1	100.0
	Total	102	90.3	100.0	
Missing	System	11	9.7		
Total		113	100.0		

The same result is represents here through the pie-chart as shown in figure 10. , smallest area is of blue color indicates that the user which are highly dissatisfied with the statement. where green area is of dissatisfied user who are not satisfied with the taken parameter, Neither satisfied nor dissatisfied users area is indicating by the light brown color, now the Purple color area is for the user who are satisfied with the comments along with the biggest area of yellow color which indicates that the maximum of persons are highly satisfied with the statements.
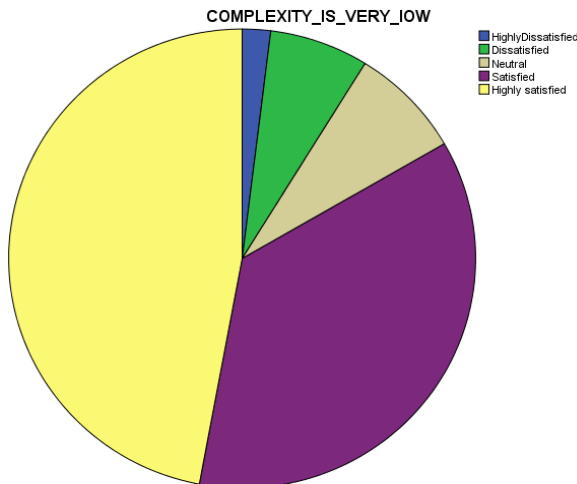

Fig.05, Pie chart for "Complexity is very low"

IX. INFORMATION RELEVANCY

The long time relation between the E-Service and user are depends upon the information which provides by the E Service , if information is authentic then user used to visit your website on regular basis but if your E Service does not provide the quality information or authentic information then user could not maintain the long term relationship with , for survival as a E service authentic and updated information is mandatory. So for checking wheatear this E Service is up-to the mark or not there is a survey has been conducted with the help of likert scale (5=Highly satisfied, **4**=Satisfied, **3**= Neither Satisfied nor Dissatisfied(Neutral), **2**=Dissatisfied, and **1**=Highly Dissatisfied) survey is based on the statement that the Information is very relevant.

The result of this survey are as following
31.4 % persons are highly satisfied with the statement.
43.1% says that they are satisfied
25.5 % are neutral

No sign for dissatisfied and highly dissatisfaction. The frequency of highly satisfied persons is 32.
Frequency of satisfied persons is 44 Frequency of neither satisfied nor dissatisfied (neutral) is 26.

The arrangement of frequency, percentage, valid percentage, cumulative percentage is shown in fig 11.

Table 06, Frequency table for "Information is relevant"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	26	23.0	25.5	25.5
	Satisfied	44	38.9	43.1	68.6
	Highly satisfied	32	28.3	31.4	100.0
	Total	102	90.3	100.0	
Missing	System	11	9.7		
Total		113	100.0		

The same result is represents here through the pie-chart as shown in figure 12. Blue color area indicates the users who are neither satisfied nor dissatisfied, whereas the light brown color area is represents those users who are highly satisfied with the comment, and the largest area of green color indicates about the users who are satisfied with the statements.
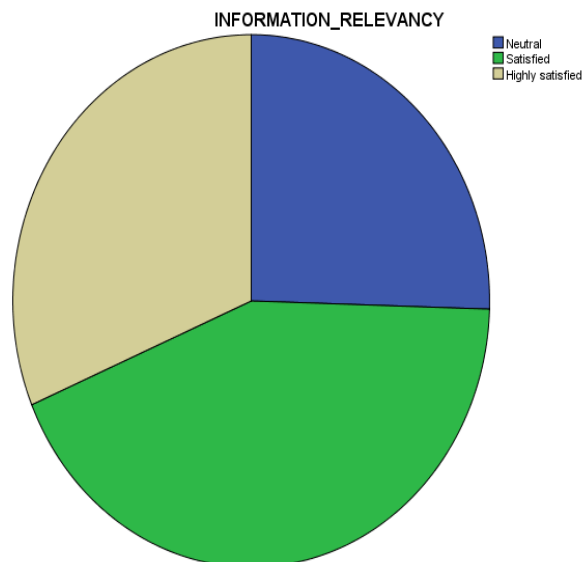

Fig.06, Pie-chart for "Information is relevant"

X. HELPFUL FOR BAREILLY

This was the last parameter of statements which help us to find that how much the Eservice is successful to achieving the objective to serving of the people of bareilly district, with this objective a survey has been conducted using likert scale(5=Highly satisfied, **4**=Satisfied, **3**= Neither Satisfied nor Dissatisfied(Neutral), **2**=Dissatisfied, and **1**=Highly Dissatisfied) survey is based on the statement

that the Bareillymedicalhelp.com is very helpful for bareilly district.

As the result of this survey
65.7 % persons are highly satisfied with this
21.6% says that they are satisfied
12.7 % are neutral
The frequency of highly satisfied persons is 67.
Frequency of satisfied persons is 22 Frequency of neither satisfied nor dissatisfied (neutral) is 13.
The percentage of highly satisfied users is quit ok indicating that this E Service is very near to achieve its objective.

The arrangement of frequency, percentage, valid percentage, cumulative percentage is shown in fig 13.

Table 07, Frequency table for "bareillymedicalhelp.com is very helpful for bareilly district".

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	13	11.5	12.7	12.7
	Satisfied	22	19.5	21.6	34.3
	Highly satisfied	67	59.3	65.7	100.0
	Total	102	90.3	100.0	
Missing	System	11	9.7		
Total		113	100.0		

The same result is represents here through the pie-chart as shown in figure 12. Blue color area indicates the users who are neither satisfied nor dissatisfied, whereas the green color area is represents those users who are satisfied with the comment, and the largest area of light brown color indicates about the users who are Highly satisfied with the statements.
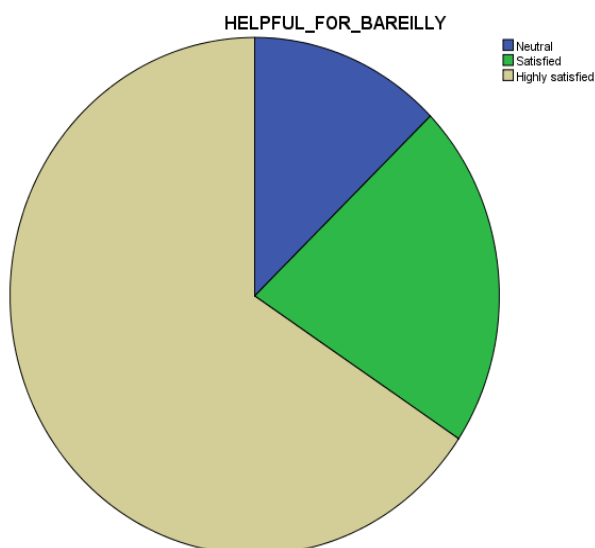

Fig.07, Frequency table for """bareillymedicalhelp.com is very helpful for bareilly district"."

XI. CONCLUSION

There are many parameters on which this survey has been conducted, survey has used likert scale for analyze the result, in most of the cases results are favorable in terms of satisfied and highly satisfied , but for some parameters for some cases result is also in terms of neutral, dissatisfied and highly dissatisfied but exist in very less in percentage but any how there is chance of further improvement ,because user are now using E services , craze of E services are increasing day by day so this is mandatory that E Service have to be up to date at all parameters.

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