

AMEFSS 2021

The Impact of COVID-19 Pandemic on health electronic services in Bulgaria

NIKOLAY NETOV

Statistics and Econometrics

Sofia University St Kl Ohridski

1113 Sofia, 125 Tsarigradsko Shosse Blvd., bl.3

BULGARIA

mnetoff@feb.uni-sofia.bg

DIANA TISHEVA

Industrial Economics and Management

Sofia University St Kl Ohridski

1113 Sofia, 125 Tsarigradsko Shosse Blvd., bl.3

BULGARIA

dianaht@feb.uni-sofia.bg

Abstract: This paper represents the results of a national representative survey related to the users of health electronic services during the ongoing COVID-19 pandemic. Its main objectives are: 1) Registration of the penetration of the health electronic services and profiling of the users of the services (by groups); 2) Establishing the degree of use and satisfaction with the health e-services; 3) Reasons for not using health e-services. These goals were accomplished by conducting: (a) a survey among health electronic services users, including demographic questions; (b) a survey among non-users of health electronic services, including demographic questions. The main questionnaire is about the frequency of use of the various health e-services. As there are many health e-services the most frequently searched and used e-services were selected, such as the following: receiving health information; review of the health status; book an appointment with a personal doctor. Based on the literature review, the following hypotheses were tested: 1. Attitudes towards the use of different groups of health e-services will depend on the positive information about their quality and the awareness of their usefulness. 2. The younger part of the population, that is more educated and lives in the capital or other big cities will use the health e-services more. 3. Given the current Covid-19 pandemic, the use of health e-services will be much higher than other e-services. 4. The level of satisfaction will depend on the quality of the health e-services provided (from simple information about the service to a fully automated service).

Keywords: - health e-services, survey, COVID-19

This work was supported by the Bulgarian National Science Fund grant number KII-06-H45-3/30.11.2020.