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ROLE OF HEALTH INFORMATION TECHNOLOGY AND KNOWLEDGE MANAGEMENT ON PERFORMANCE OF SHIRAZ HAZRAT-E-ZEINAB HOSPITAL STAFF



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ABSTRACT:

It is important to pay attention to health information technology and knowledge management in quality and efficiency of organizations and their staff. In this study, the question has been asked that: is health information technology effective on knowledge management of performance of Shiraz Hazrat-e-Zeinab Hospital personnel really? In this measurement study, 150 personnel of Hazrat-e-Zeinab Hospital of Shiraz were asked. By using one single way analysis variance ANOVA, relation

between knowledge management and health information technology on performance of hospital personnel was discussed. The findings showed that there is significant relation between knowledge management and performance of hospital personnel. Also, there is meaningful relation between health information technology and personnel's performance. It is advised that health system managers patterned knowledge management and health technology in order to restore performance of their personnel.



KEYWORDS: Knowledge Management, Personnel's Performance, Shiraz, Iran. Health Information Technology

INTRODUCTION:

During current years, different organizations and companies started to adjoin in knowledge process and new concepts like knowledge work¹, Knowledge Worker², knowledge management³ and Knowledge Management⁴ informed about intensifying of the process. Peter Drucker announced new type of organizations in which mind power is dominant instead of physical power.

Based on it, the society will be anticipated for development and advancement which have more knowledge at future. In this regards, having natural resources cannot be important as knowledge. Knowledge organization obtains enabling that is able to make grant power by somewhat power (Robbins, S.P., 1983)

These organizations confront with new challenges. Today, competitive situations of organizations are complicated and variable. This space is changing rapidly as if it is more than speed of responding and power of compatibility. Continued changes of knowledge make new imbalance situation for organizations. Endless knowledge course exposes markets in the form of continued changes which require organizations change continuously (Rad EH, 2014). Also, in health system, knowledge management had redundancy importance. The most important role which is played by knowledge management is to rate it as methodology of change. In one side, knowledge management by attraction new knowledge into system and in other side by manages effectively can be the most important change factor (Hales, 2001). Knowledge can restore performance because of closing into decisions and organizational actions more than data and information and as result, increase quality of organizations service as generally and governmental organizations as specifically (Hales & Kalucy, 2002:2)

In other side, health information technology is growing and extending in hospitals and treatment centres. Use of new methods for treatment diseases, medical documents is so important that without health information technology, a treatment environment will be disabled practically. During current years, information technology changed environment transaction information because of incredible growth and applying computer facilities and transmission data and establish worldwide web networks like internet and variety services severely. Too, in health section, use of efficient information system is regarded as inevitable necessity in order to realize efficiency, effectiveness and quality services and satisfaction of clients (Rad EH, 2014). In information and informing technology era, medical documents are the most important, rich and real resource for medical and health information because it is based on facts of medicine. Health information management is development, administer, maintain and systems management in order to save, retrieve and broadcast health data as efficient and effective. Similarly, health information management is regarded as department of medical documents (Moxey&Robertson⁵, 2011). Health information technology is similar in all health protection environments. Although, it is possible to have fewer complications in clinic to hospitals and great treatment centres, whereas, these aims are similar and equal: effective and dynamic management of health information offered to patient. (Lee and et al, 2006:6)

In our country, role of knowledge management and information technology has not considered yet. As for importance of health information and knowledge management on quality and efficiency of organizations and their personnel, in this study, it was to respond that is health information technology and knowledge management effective on personnel's performance of Hazrat-e-Zeinab Hospital of Shiraz accurately?

Methodology

present research is applied from aim point of view and correlative by descriptive method. The

statistical society of the research consists of all personnel of Hazrat-e- Zeinab Hospital of Shiraz at 2015 which number of samples was estimated by Morgan table and has been selected by randomly sampling method. Number of official personnel was 246 and number of unofficial personnel was 217. The volume of the sample was 150 personnel. In order to collect data, three questionnaires of health information technology, knowledge management and occupational performance will be used.

Knowledge management questionnaire was designed by Josphe Hadad at 2006. The validity of questionnaire was certified by Zahra Khamda (2009) by Alpha Kronbach and SPSS software which is 0/91. This questionnaire has 21 indicators based on Lickert 5 scales and its indicators like knowledge creation, knowledge registration, knowledge location and knowledge share. Occupational performance questionnaire was designed by Peterson at 1992. This questionnaire has Lickert 5 scales and its indicators were observance of discipline at work, responsibility at work, cooperation and restoration. Aslanpour Jokandan and et al (2011) calculated its validity as 0/86 at Ahvaz. In order to calculate health information technology, researcher’s questionnaire was made. This questionnaire consists of 6 questions in relation to individual skills in using information technology in hospital and general ability in using computer. This questionnaire consists of Lickert 5 scales. The validity was estimated and its value was 0/878. In order to analyse data, abundance, average percent, deviation and charts will be used in this research. And in deduction section, correlative method will be used in order to test hypothesizes.

Findings

From 151 persons discussed 47 male and 104 were female. In other word, 31/3% of participants were male and the remaining was female. Table 1 shows descriptive findings. In this table, deviance and minimum and maximum values of knowledge management, organizational performance and health information technology are recognized.

Table 1 descriptive findings of study

	Average	Deviance	Min.	Max.
Information Technology	31.8543	15.20763	8	60
Organizational Performance	153.6225	27.12655	42	182
Total Knowledge Management	76.81457	17.61	34	120

Table 2 shows findings about effect of knowledge management items and information technology on organizational performance of Hazrat-e-Zeinab hospital personnel of Shiraz. In order to discuss relation between the variables, one single way variance analysis ANOVA has been used. As recognized in below table. Index of knowledge management is effective on organizational performance generally. Also, sub items like knowledge creation, and knowledge sharing were effective on organizational performance. Similarly, there is significant relation between health information technology and organizational performance.

Table 2. Results derived from discussion relation between variables and organizational performance by using ANOVA

Item	Statistics F	Meaningful	Rejection or confirmation
Total knowledge management	2.04	0/012	Confirmed
Knowledge creation	2/72	0/000	Confirmed
Knowledge Sharing	2/10	0/007	Confirmed
Knowledge application	0/93	0/6053	Rejected
Knowledge Saving	0/94	0/5462	Rejected
Information Technology	49/3	0/000	Confirmed

DISCUSSION

The study results showed that each two variables of knowledge management and health information technology restore performance of personnel of Hazrat-e-Zeinab hospital of Shiraz. Importance of knowledge management is deniable in restoration of organizational performance. Health organizations managers shall try to reduce inefficiency and restore performance of their personnel more and knowledge management and health information technology are of them. In one semi empirical study on supervisors and nurses of educational hospital, it was concluded that the factors like environmental, personal and ethical professional ones can promote clinical capability of nursing and performance (Veysmoradi, 2007). Leen, Hysa, Woo and Tsai (2006) in their research named (a framework for design nursing knowledge management system) reached in conceptual framework in which nursing processes, knowledge management activities and information technology (IT) integrate knowledge system and concluded that knowledge management was effective on information technology and on performance of nursing personnel tool(Leen, 2006). Bruax, Fiuna and Scot peter (2005) discussed linear (on line) discussion system in order to support interaction between working societies which is founded in trust of national health system and showed that technology can determine knowledge worker accurately (Bruax, 2005). This study has limitations like the sample was low for research. Also, it was performed in one hospital only which is not generalized for future studies and it is suggested that discuss relation between the variables and organizational performance in vast domain.

CONCLUSION

The present research shows importance of knowledge management and health information technology in performance of personnel of Iran's hospitals. It is advised to managers and policy makers of health who patterned knowledge management and health information in order to restore performance of their personnel.

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