



University of Basrah



College of Nursing

***The Knowledge Impact of the
Enterprise Resource Planning System
in Hospitals and Health Care Centers in
Basra***

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In
Partial Fulfillment of the Requirements for the Degree of
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***A Research projects
By***

***Zainab Saeed Yaqoob
Murtaza Safe Rihan
Muzhir Yaseen Jaber***

***Supervised by
Assistant Instructor Nael Jaafar Ali***

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

وَقُلِ اَعْمَلُوا فَسَيَرَى اللَّهُ عَمَلَكُمْ وَرَسُولُهُ وَالْمُؤْمِنُونَ وَسَتُرَدُّونَ اِلَى
عَالِمِ الْغَيْبِ وَالشَّهَادَةِ فَيُنَبِّئُكُمْ بِمَا كُنْتُمْ تَعْمَلُونَ

صَدَقَ اللَّهُ الْعَلِيِّ الْعَظِيمِ

التوبة 105

الإهداء

الحمد لله وعظيم فضله على هدايته وتوفيقه والصلاة على الحبيب المصطفى وأهله ومن وفى
أما بعد:

الحمد لله الذي وفقنا لتثمين هذه الخطوة في مسيرتنا الدراسية ببحثنا هذا ثمرة الجهد والنجاح
بفضله تعالى مهداة إلى الوالدين الكريمين
إلى إخواني وأخواتي سندي في حياتي.

إلى رفقاء المشوار زملاء المقاعد الدراسية الى كل من لهم اثر على حياتنا ينابيع المعرفة
أساتذة كلية التمريض

الشكر الجزيل وعظيم الامتنان للأستاذ الفاضل : نائل جعفر علي

الذي اشرف على بحثنا هذا ولم يتوان لحظة عن نصحننا و ارشادنا لإظهار هذا البحث بأفضل
صورة .

وإلى جميع الأخوة الذين أثبتوا أن الأخوة ليست فقط في الرحم.

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Supervisor's Support

I certify that this project of research:

The impact of the enterprise resource planning system in hospitals and health care centers in Basra

Was prepared under my supervision at the college of nursing, University of Basra as partial fulfillment of the requirement for the degree of baccalaureate in nursing science.

Assistant Instructor Nael Jaafar Ali

University of Basra

College of Nursing

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ABSTRACT

The Knowledge Impact of the Enterprise Resource Planning System in Hospitals and Health Care Centers in Basra

Background:

Enterprise resource planning (ERP) is an integrated system for managing the administrative, financial and medical aspects of hospitals and health care institutions. The system aims to organize the work in the hospital to allow access to the patient's data and follow-up while he is in the hospital, to organize the provision of service to the patient in an optimal manner and in the fastest time, to organize appropriate treatment programs for each case, and to facilitate the doctor's work through medical registration of the patient's condition (complaints and symptoms - examinations, analyzes and radiology - Operations - Diagnostics - Doctors' orders and follow-up on their implementation - Follow up the progress of the patient's condition - Medications and medical recommendations), which facilitates the follow-up of the patient's health development and ensures accuracy and speed of performance..

Problem of the project: What is the level of knowledge of health personnel about ERP? What is the relationship between demographic variables and health personnel's knowledge of ERP?

Objective: the study aims to

increase revenue, improve performance, reduce risk, providing a classification of the ERP integration concept in a healthcare Organization.

Methodology:

This study included a sample of health staff members numbering (71), and the study uses a questionnaire that includes (24) items to verify the sample's knowledge about the enterprise resource planning system. For the purpose of data analysis, the arithmetic mean, standard deviation, percentage, and a sample dependent test were Chi-square.

Results

shows that the majority of health cadres (59.2%) are female, and with regard to the educational level, the majority (35.2%) of the sample was (diploma). Years of service The majority (35.2%) of the sample (10-6) years. Regarding the housing environment, the majority were city dwellers. indicates that health personnel have good knowledge of general information about the enterprise resource planning system. indicates that there is no relationship between the knowledge of health staff members and demographic information about the ERP system and the impact of this.

Conclusion

The study shows that percentage of successful knowledge about ERP is 77.5% while the proportion of Poor knowledge 21.1%

Recommendations

1. It was suggested to use this model as a yardstick to find out the impact of the ERP system.
2. Increasing the holding of intensive training courses under the supervision of a specialized cadre, and the establishment of continuous educational courses related to the ERP system.
3. Encouraging health personnel to update their information by participating in training courses and conferences inside and outside Iraq to improve their knowledge regarding the management of the enterprise resource planning system in hospitals and health care centers

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Table of Abbreviations

ERP	Enterprise Resource Planning
IT	Information Technologies
SAP	systems, applications products

Chapter One
Introduction

Chapter one

Introduction

1.1. Introduction

ERP's complexity and high expenses Numerous businesses are being forced to reassess their new ideas due to implementation issues. With respect to this business system [1,2]. on assisting people in making health-promoting or -protecting behavioral choices: as an example, Smoking, eating well, exercising, and decreasing stress are all good things to do. Despite the fact that ERP programs are the well-structured, dependable information technology (IT) backbones of Fortune 500 firms throughout the world [3]. ERP improves the efficiency of health-care services, reduces patient wait times in emergency rooms, and streamlines service work. By using ERP, the stations can provide better value for their purchases at pharmacies, and the pharmacies can provide better value for their purchases. The organization enhances the efficiency of existing business processes, reduces receivable days, and improves customer service. Credit returns are increased, as well as back-end efficiency. Health care, particularly hospitals, is viewed as a new and expanding industry by major ERP system providers such as SAP and Oracle. As a result, specialized applications such as care management and patient logistics have emerged. The ERP system has been designed to fulfill the needs of hospital finance and general management. in regard to the hospital setting Hospitals differ from other types of facilities for a variety of reasons. These factors may have an impact on the deployment and use of an ERP in this industry. setting. First, hospitals have a wide range of goals, including treating and caring for patients as well as teaching and educating future doctors and nurses. Because of the diversity of the hospital workforce, implementing

and using an ERP system necessitates the participation of a wide number of people. a wide range of experts, including doctors, nurses, and other medical professional's groups that give non-medical services, such as hospital managers, to laboratory assistants as well as IT departments. [17]proposed three possible rationalities in this context. Technical, managerial, and medical issues all have the potential to collide. The term "technical rationality" refers to the ability to make decisions based IT experts and IT vendors who share a technical viewpoint on which to make their decisions. designs of systems Managerial rationality refers to hospital executives who make decisions based on legal, financial, and control considerations. ERP, in its most basic description, is an enterprise-wide information system that combines and controls all of a company's business processes. [4] ERP stands for "a packaged business software system that allows a corporation to manage its operations." the efficient and effective use of resources (materials, human resources, financial resources, and so on) by a company. delivering a comprehensive, integrated solution for the information-processing demands of the organization." This If well-implemented, software permits the integration of all functional information flows. throughout the company into a single package with a centralized database as a result, it enables quick and immediate access to inventory, product, and customer information, and information about the past [5]. Physicians require immediate access to patient information and data kept in hospital and clinical information systems. For healthcare organizations, efficient patient care delivery by physicians and clinicians is a must. The research demonstrates how ERP deployment affects data. stakeholders such as management, monitoring, data retrieval, and data storage administrators and physicians. In terms of managing medical services or healthcare monitoring difficulties, management impact, expenses, and increasing the quality of care, ERP has a lot to consider [6]. We can cut patient wait

times, credit refunds, and other costs by deploying ERP. Boost the efficiency of the backend.

This work is based on exploratory research, which entails examining historical situations involving county hospitals and pharmaceutical companies, in which ERP had a key role in improving overall efficiency. ERP are particularly positioned to record, store, analyze, and convey timely information to decision makers for better healthcare coordination at both the individual and population levels, in addition to their inherent function in clinical and diagnostics equipment. For Data mining and decision assistance capabilities, for example, might indicate potential negative outcomes for a single patient while also contributing to the overall health of the population by offering insights investigation into the origins of disease complications Recent reports emphasize the seriousness of adverse effects. clinics, dispensaries, and hospitals, as well as the risks that such incidents bring to individuals and the general public [7]. Hospitals differ from other industries for a variety of reasons, and these differences may have ramifications for the deployment and usage of an ERP in this setting. First, hospitals have a wide range of goals, including treating and caring for patients, as well as providing training and education. new doctor's and nurses' education According to Glaser's research, there is the potential to allow for earlier and more exact diagnoses, as well as more affordable and successful treatments. treatment negative effects are kept to a minimum .IS tools, when coupled with EMR systems, can enable practitioners use this rich profile data to select the best prospects for specific interventions in the same manner that marketers do. To find the top prospects, leverage consumer profile data. Personalized medicine entails the application of to customize information of an individual's physiological makeup and medical history medical care that is best appropriate for that person. The question is if using ERP is a good idea. The information processing hub can assist

counties in dealing with emerging health-care concerns. industry (Clinics, Dispensaries and Hospitals). The requirement to swiftly add functionality to important IT applications based on local health care Registry operators, check roll operators, Nurses, and Doctors could prompt the development of an ERP solution. Executives are under a lot of pressure to embrace technology to make their companies more agile. technology. Local business units are putting a lot of pressure on the government. expectations that are frequently associated with new technology expenditures, such as assertions that They will be able to complete tasks faster, easier, cheaper, and better thanks to technological advancements. As a consequence, Local business units placed pressure on their IT departments to use cutting-edge technologies.

1.2. Importance of study

This study tends to confirm the existence of a large gap between the impact of the ERP system and to fill this gap, health affiliates should improve their knowledge about the ERP system by various means: conferences, courses, the Internet .

1.3. Statement of the Problem

ERP system and its impact on work in hospitals and health care centers in Basra .

1.4. Objective of the Study

The study aimed to:

- 1- increase revenue
- 2- improve performance
- 3- reduce risk
- 4- providing a classification of the ERP integration concept in a healthcare Organization

1.5. Definition of term

ERP

Theoretical Definition:

ERP is a business process management software that allows an organization or organization to use an integrated application system to manage its business, automating many back-office functions related to technology, services, and human resources. Specific, user interface, and from these aspects: product planning, development, manufacturing, sales, and marketing, ERP software systems facilitate decision-making by collecting all corporate data, and making it available to managers as usable information. [8,9]

Operational Definition:

ERP is a group of software systems designed specifically to form the integrated management of the main operations in hospitals and health centers through an interconnected software system that facilitates management to become more accurate and suitable for all hospitals and institutions of various types and sizes.

Knowledge:

the fact or condition of knowing something with familiarity gained through experience or association

Existing employees who have institutional *knowledge* have an inherent bias that often puts them in conflict with the techniques and processes that enable a customer to navigate a purchase journey online [18]

Chapter Two

Review of Literature

Chapter Two

Review of literature

2.1. Introduction of ERP

The ERP system is one of the latest and most intelligent administrative systems on which many institutions and companies of all levels and sizes depend in their management systems, due to its effective results [10].

Successful institutions and companies increase their tasks and burdens in their daily operations, which pushes managers and officials to increase the burden on workers, or to choose new workers to fill the deficit in new tasks, although it is a good attempt, but it is full of risks, as the manager is forced to bear the burden on workers, which leads to a few Loyalty of the employees and then pays the official to increase the care and rewards to keep things in balance [7].

When new workers are hired, spending increases and the problem of misalignment with the core team may arise, which leads managers to ask about other solutions [9].

In our time, technology has become not only an aid in the management of institutions, but has taken the full wheel of all operations, and the competition has become very intense between institutions over what each institution or company owns of new technologies and rapid means of communication that open greater doors for them to overcome competitors [11].

.2.2. ERP software modules

An ERP system usually consists of multiple software modules for companies, which are purchased individually, depending on what best meets the needs of the organization, and its technical capabilities, where each module of the ERP system focuses on one area of business operations, and examples of the most common modules: Materials, inventory control, distribution, accounting, finance, and human resources. The business also uses a set of different units to manage office activities and tasks, including the following: [9].

- Supply management.
- HR and Payroll Management
- Lower purchase costs.
- Accounting and Financial Applications
- Reduce redundant tasks.
- Standardization of important business procedures
- Business needs assessment.
- Automate the employee life cycle.
- Facilitate better project planning.
- Improve the accuracy of financial statements.
- price composition

2.3. ERP system failure

The ERP system may sometimes fail to achieve the goals, and companies may face cost overruns if this system is not implemented accurately, as the ERP system does not eliminate weaknesses, or inefficiencies in the organization, so the company needs to find a way To remedy the potential weakness, otherwise this technology will not fit together, and the system may fail to achieve goals due to the company's unwillingness to abandon old business policies that worked well in the past,

which are not consistent with the programs, in addition to preventing the division of ERP projects into Many small projects.[11]

2.4. The ERP system includes five main systems or components

1. The MRP system with its sub-components (master production schedule, inventory management, bills of materials, production and purchase orders).

2. Human resources information system (manpower planning, salaries and benefits, training and development, job descriptions, employee scheduling, and other employee management tasks).

3. Financial and accounting information system (general ledger, company's general budget, income statement, accounts receivable and payable, and asset management).

4. Supply Chain Management Software (SCM)

It aims to support advanced communications with the supplier, electronic commerce, and the necessary activities required for efficient physical storage and distribution. The idea is summarized by linking operations activity with acquisition and purchasing activities, resource management, and suppliers, and providing the necessary tools to create an effective management for those four areas of activity.

5. Customer Relationship Management (CRM) Program: It aims to prepare for the next side of business activity, so the CRM program is designed to help analyze sales, reach the most profitable customers for the organization, and manage the sales force.

Besides these five components of an ERP system, ERP processors add other components to the system that provide diverse packages of solutions that meet the unique needs of each company. As the feature of large databases, and integrated ERP systems, allow the development of interfaces that facilitate access to files within the database. For example,

we find that SAP, a large supplier of ERP systems, has developed a system of Application Programming Interfaces (BAPIs) - Business that includes about a thousand interfaces to facilitate access to the database. Likewise, other providers have designed systems to facilitate handling of third-party software and systems. As a result of the large demand for interfaces dedicated to ERP systems, a new software industry has developed to write these interfaces, which is sometimes called Middleware or Enterprise Application Integration Software (EAI). These interfaces allow to expand the capabilities of ERP systems to integrate with other systems such as: Warehouses, physical distribution exchanges, electronic directories, quality management, product life cycle management, and distribution of third party offers. These extended capabilities make ERP systems very attractive, as ERP systems, as well as the advantage of data integration, reduce transaction costs and information flow accurately and quickly.

2.5. Advantages of ERP

1- Ease of achieving patient service by appearing doctor's orders in the departments assigned to them so that the specialist reviews the status of each task and completes the procedures for its completion.

2- Keeping data and documents for indication in the patient's record of his visits to clinics, examinations, operations, clinical care, medicines used and others.

3- Understanding medical business databases and appearing in their designated sites, such as the ICD10 International List of Medical Diagnostics.

4- Accommodating all the activities of the hospital in its branches and departments with final financial statements from one accounting unit.

5- Ease of adding requests to the hospital from an external party or doctor, such as booking an operating room or inpatient, or requesting an examination or x-ray from an external patient.

6- Flexibility to add a new field of information about the patient in any medical departments easily and conveniently to write down everything necessary about the patient's condition.

7- Integration of financial and administrative tasks in Onyx Pro ERP with hospital tasks such as accounting procedures, stores, purchases, assets and human resources.

8- Monitoring financial performance through accounts, cost centers and various activities, and fulfilling warehouse requests according to actual needs.

9- Monitoring the technical performance in the hospital by tracking the movement of executing doctors' orders, the tasks of work lists in various departments and the performance of users.

10- Dealing with the types of tax obligations of the local authority in the country, such as value-added tax or any other tax.

11- Ease of navigating between the systems screens to carry out tasks and the user's choice of the work environment that suits him in appearance, language of use and his preferred screens.

12- Review of the clinic doctor or the official of any department of the list of his scheduled tasks in their various conditions and the ease of moving to a specific procedure with any patient.

13- Documenting surgical procedures from a doctor's decision, booking an operation, examination results, receiving a patient, preparing it, anesthesia, sterilizing the operating room, operation data, the surgery team, implementation report, recommendations, and handing over the patient to care

14- Benefiting from the clinics, laboratory and radiology systems in independent work units.

15- Providing standard settings that can be imported from external Excel files to benefit from according to the hospital administration's desire for that.

16- Ease of obtaining general and customized reports with overall or detailed options at the level of clinics, departments or patients' cases.

17- Doctors carry out their visits to patients in their locations according to a program of regular visits and meal care for the patient. [12,13,14]

2.6. Disadvantages of ERP system

1- The high cost of the system

The high cost of implementing ERP systems inside facilities and companies is one of the most famous reasons that hinder its use, as some refuse to experiment for fear of losing money.

But let me tell you that this system saves a lot of money; It can be completely relied upon in managing the organization without the need to provide separate management systems.

2_ The application of the system requires the assistance of specialists

The owner of the company or facility cannot implement the ERP system by himself, and qualified specialists must be hired to be able to successfully implement it, so a large group of company owners are less likely to apply this system.

3_ The need to train all employees on the method of use

Of course, employees need qualification training to use ERP software within the company, and some find that this process takes a lot of time until employees master the use of all the important elements of the system, and the application also requires restructuring within companies in an organized way to be able to use it to the fullest.

When comparing the advantages and disadvantages of the ERP system, we find that the disadvantages of this system are very few in relation to the advantages and benefits that it provides to institutions in various fields.

4- It does not allow good communication between employees. [12,13]

2.7: Previous studies

The focus of the study was to find out how ERP systems have been used in the healthcare sector and how they could be used. This was done by applying literature study. The results of the literature review showed some aspects of what has been done in the healthcare sector with regard to ERP systems. For example, Stefanou and Revanoglou (2006) described how hospitals started to implement SAP's R/3 ERP software. [19] also asserted that improving the availability and quality of information in the healthcare organisation may lead to better

decision making processes, thereby improving the quality of healthcare.

Healthcare organisations are knowledge-based and depend on information to execute their services (Bose, 2003). Healthcare organisations tend to be complex and have become more complex in recent decades, now handling huge amounts of data. Healthcare providers depend on these data to attend their patients. Thus, it is important for healthcare organisations to manage data and share them with stakeholders. This could help them to reduce costs and the duplication of tasks and improve the healthcare services offered to patients. The study further found that ERP systems could help healthcare organisations improve their services. Tarn et al. (2002) asserted that technologies play an important role in organisations and have the capacity to improve services. Hence, ERP systems could have a positive effect on healthcare organisations because they integrate various organisational systems and processes into a single computer system that allows accessing and sharing information. Nonetheless, ERP systems are expensive to implement into an organisation and they also induce changes in the operations of the organisation. Moreover, organisations

that successfully implement and integrate an ERP system will further depend on the vendor for maintenance and upgrades of the system. On the other hand, [20] argued that in tailored ERP, vendors provide free support, such as help desks and fixing bugs. However, the adopters have the responsibility for the maintenance of the system, such as configuration. This study reviewed studies published from 2000 to 2014. The studies were collected from various and electronic libraries that were accessible through the University of Oulu, Finland. It is recommended that further research be conducted in this subject area. To date, only a few case studies have examined how ERP systems have been used to produce quality results, such as streamlining the operations and reducing the costs of the healthcare organisation. ERP systems need further exploration in relation to the healthcare industry. Empirical research could be supplemented by further case studies that examine the potential use of ERP systems, as well as how they have been practised in healthcare organisations. Conducting such research would provide scholars and researchers with the opportunity to create knowledge. This would in turn help organisations that offer ERP services to gain reliable information regarding what they need to know and what the healthcare expects from ERP vendors. This information would also contribute to the existing knowledge of the use of ERP systems in the healthcare sector. Despite the recommendations about ERP systems accepted as viable solutions, most authors argued that implementing the ERP systems is expensive and that it requires millions of dollars to implement. Moreover, it has hidden costs such as staff training and maintenance of the ERP system [21].

Although much of the relevant literature favours ERP implementation in healthcare and public service organisations, it could be argued that previous research has focused on the implementation of ERP systems, not

their potential to improve healthcare services and reduce operational costs. Future re- search should work to fill this gap in the earlier knowledge.

Chapter Three

Methodology

Chapter Three

Methodology

3.1. Design of the Study

A descriptive analytical study was designed to know the health staff members about the role of the enterprise resource planning system in hospitals Al-Sadr Teaching and Al-Shifa Hospital and health care centers in Basra. The study started from February 2022 to April 2022.

3.2. Approval Arrangements

After the project of the study is approved by the College of Nursing, set out of official letters have started. Before the data collection, permissions were obtained to conduct the study. Another approval was obtained from the Basra Health Department. Then, permission was obtained from the hospital itself.

3.3. The Study Setting

The study carried the employees of health personnel in some hospitals and health care centers in Basra for their knowledge of the ERP system. The number of health staff members participating in the study was (71) participants with an appropriate selection sample.

3.4. The Study Sample

A non-probability (targeted) sample of (71) employees of health cadres to know the effect of the ERP system in hospitals and health centers

3.5. The Study Instrument

The study instrument is the questionnaire that was created and designed for the purpose of the study after extensive reviews of the available literature and related studies. The study tool consists of two parts. The first part includes the demographic characteristics of the participants of the study sample, and the second part includes the knowledge of health cadres members about the ERP system.

Part I: Demographic Characteristics of the Study Sample

This part related to the socio-demographic characteristics of the nursing consists of (4) items, gender, level of education, years of experience, housing environment.

Part II: Health staff members knowledge about ERP

This part includes (24) elements, some points talk about the general definition and knowledge of the ERP system, its advantages, disadvantages and objectives.

3.6. Data Collecting

The data is collected through the use of a developed questionnaire (the Arabic version), and the researcher assumed full responsibility for interviewing the study sample after explaining and clarifying the objectives of the study, after taking the initial approval of all health personnel who participated in the study. Study.

The data collection process was carried out from February 2022 to April 2022.

Approximately (10-20) minutes are spent with each nurse to complete the interview and fill out the questionnaire

3.7. Validity of the Study Instrument

The validity has been determined for the evaluation of the tool through a panel of eight experts, faculty members from College of Nursing / University of Basra; who have necessary experience that qualify them to exam the content of the questionnaire. Those experts were request to review the instruments for content, clarity, relevancy, and competence; some items were accepted and others were added after a face-to-face discussion with each expert and subsequently the instrument was represent valid after getting all the comments and recommendations in consideration.

3.8. Statistical Data Analysis

For data analysis were used spss program v.24

1- analysis program Statistical Package of Social Sciences(spss)

2- frequency

3- percentage (%)

4- Standard deviation (sd)

5- Chi-square

The data of the present study were analyzed through the use of (SPSS) version 24. The following statistical data analysis approaches were used in order to analyze and evaluate the results of the study:

3.8.1. Descriptive Data Analysis:

a- Statistical tables (Frequencies and percent).

b- Arithmetic mean and standard deviation.

c- Mean of score (MS) and Relative sufficiency (R.S)

- Mean of score (MS): A mean of score equal to (1.67-2.33) was considered moderate MS, greater than (2.34) was considered high MS, less than (1.66) was considered low MS. The mean of score was computed through the use of the following formula:
- Suggested Sign's Score of assessment by the "Relative sufficiency"^(**)

3.8.2. Inferential Data Analysis:

a- Chi-Square – for testing the difference between several categories Nominal scales.

b- Analysis of Variance (ANOVA) for equality of means of several independent groups.

c- Analysis difference (Independent Sample t-Test) in the study of equality means of several independent groups.

3.9. Limitation of the study

Some participants did not cooperate in giving information.

3.10. Ethical Consideration

Subject consent according to the study criteria were obtained from hospital administration and study sample.

3.11. Evaluation of Questionnaires Score as following table.

Table(3-1): three point Likert Scale	
Level	Ass.
0 – 0.33	Poor
0.34 – 0.67	Moderate
0.68 – 1	Good

Table (3-1) shows three level of Likert scale; the first level is poor was (0 – 0.33), the second level is moderate was (0.34 – 0.67), and the third level is good was (0.68 – 1) .

Chapter Four

Results of the Study

Chapter Four

Results of the Study

This chapter deals with analysis of the data through statistical procedure.

N = 71 nursing staff

Demographic Variables		Variables Classes	Frequency	Percent %
1-	Gender	Male	29	40.8
		Female	42	59.2
		Total	71	100.0
2-	Education level	Middle school	20	28.2
		Diploma	25	35.2
		Bachelors	19	26.8
		Master	3	4.2
		PhD	4	5.6
		Total	71	100.0
3-	Years of experience	less than 6 years	24	33.8
		6-10 years	27	38.0
		more than 10 years	20	28.2
		Total	71	100.0
4-	Housing environment	City	64	90.1
		country side	7	9.9
		Total	71	100.0

Table (4-1) Shows the demographic information of Health staff members who were included in the study. The majority (59.2%) of participants (Health staff members) related to Female gender, information on the education level, frequency Middle school is (20) and percentage (28.2%).

The diploma frequency was (25) and the percentage (35.2%). was frequency the Bachelors (19) and percent (26.8%). Was frequency Master (3) and percentage (4.2%). was frequency PhD (4) and percent (5.6%). Frequency the majority had 6-10 years of service (27) and percent (38.0%). In terms of housing environment, the majority from population a city (90.1%) percent of the sample and frequency is (64).

Questions	N	Mean Score	Sd.	Variance	Knowledge
1-The ERP system records medical statements, reservation dates, and bills.	71	0.58	0.280	0.078	Moderate
2- Enterprise management ERP system Transformation of medical services, aid and medical clinics	71	0.36	0.300	0.090	Moderate
3- The ERP system records all the data of the medical staff, workers, and the specialty of each individual, with recording work schedules.	71	0.92	0.335	0.112	Good
4- Through the ERP system, the efficiency of health service delivery can be raised	71	0.79	0.318	0.101	Good
5- ERP system provides complete protection of hospital data from error or leakage	71	0.92	0.476	0.227	Good
6- The ERP system enables the tasks of inquiring about patient accounts and what has been paid and displaying the patient's account summary	71	0.96	0.318	0.101	Good
7- Through the ERP system, it is possible to record drug items data, dispense drugs and supplies, stock control, purchase orders, stock	71	0.83	0.377	0.142	Good

inventory and follow up on expiry dates					
8- The ERP system is used to manage and update hospital prices of all kinds, discounts, offers and any variables in them to be dealt with in the various system procedures.	71	0.96	0.350	0.123	Good
9- Through the ERP system, it is possible to search and query for a patient in the hospital records, whether he is a current patient in one of the departments or a former patient in the electronic archive.	71	0.92	0.364	0.133	Good
10- An ERP system saves time and effort for employees, doctors and nursing staff in the performance of their job.	71	0.71	0.390	0.152	Good
11- The ERP system links each patient's data with the relevant staff, room number, and follow-up treatment data	71	0.71	0.390	0.152	Good
12- The ERP system avoids data duplication and facilitates its retrieval at any time, which gives a distinctive feature to the medical institution that helps it spread	71	0.83	0.364	0.133	Good
13- The ERP system is capable of accommodating all hospital activities in its branches and departments	71	0.88	0.390	0.152	Good

with final financial statements from one accounting unit.					
14- The ERP system archives all medical procedures of the patient after leaving the hospital to (Discharge).	71	0.92	0.300	0.090	Good
15- The ERP system works on the speed of calculating both the internal and external ratios for doctors according to the service provided by the hospital	71	0.88	0.300	0.090	Good
16-The ERP system makes it easy to add requests to the hospital from an entity or an external doctor, such as booking an operating room or inpatient, or requesting an examination or x-ray from an external patient	71	0.50	0.350	0.123	Moderate
17- The ERP system is used to monitor the technical performance in the hospital by tracking the movement of orders execution of doctors, tasks of work lists in various departments and the performance of users.	71	0.54	0.438	0.192	Moderate
18- The ERP system connects all hospital accounts in one place, creates an accounting tree, records hospital expenses and revenues, and obtains	71	0.33	0.377	0.142	Poor

various reports.					
19- Hospitals and patients can rely on this system	71	0.63	0.401	0.161	Moderate
20- ERP system reduces costs and through ERP system all hospital costs are properly tracked	71	0.67	0.453	0.205	Moderate
21- Have you ever used an ERP system?	71	0.32	0.390	0.152	poor
22- Is it possible this system facilitates routine procedures for the patient in examination?	71	0.75	0.438	0.192	Good
23- An ERP system requires a huge amount of storage media.	71	0.92	0.471	0.222	Good
24- What do you think of the application of ERP system in the field of health care	71	1.00	0.401	0.161	Good

Table (4-2) shows the general information for the knowledge of the health employee about ERP who were included in the study and had good knowledge about the ERP system.

Table (4-6): Knowledge of health staff members towards the ERP system.				
Knowledge	Frequency	Percent	Valid Percent	Cumulative Percent
Poor	1	1.4	1.4	100.0
Moderate	15	21.1	21.1	98.6
Good	55	77.5	77.5	77.5
Total	71	100.0	100.0	

Table (4-3) Knowledge of health staff members towards the ERP system. Levels show the majority (good) percent was (77.5 %), and Knowledge Levels (Moderate) percent was (21.1 %), and Knowledge Levels (Poor) percent was (1.4%).

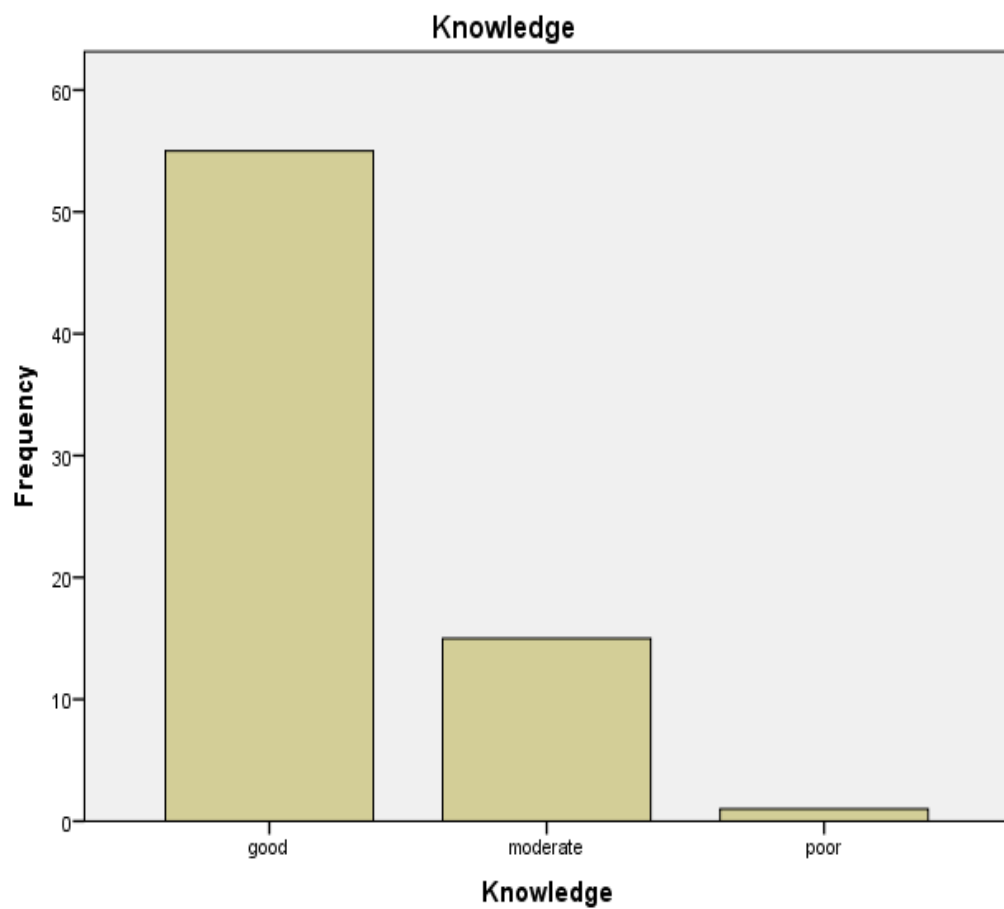


Figure 4.4.1 Bar chart Overall Knowledge of health staff members towards the ERP system (Poor = 1.4%, Moderate =21.1%, Good =77.5%)

Table (4-7): Relationship between Demographic variables and health staff members about ERP			
Demographic	Chi-square	P Value	SIG
1- Gender	1.820	0.402	NS
2-Education Level	4.235	0.835	NS
3- Years of education	1.935	0.748	NS
4-Housing Environment	2.25	0.323	NS

P – value = probability level of ≤ 0.05

This table shows the relationship between Knowledge of health staff members and information demographic about ERP. There is no significant no relationship between Knowledge of health staff members and information demographic about ERP.

Chapter Five

Discussion of the study Results

Chapter Five

Discussion of the Results

Part I: Discussion of the Socio-Demographic Characteristics for the Study Sample

The total number of participants is 71 from the health staff, who have completed the surveys, and the majority of the participants were females (59.2) and they were the most participants from diploma graduates (35.2), and the percentage of middle school graduates was (28.2), and the percentage of bachelors was (26.8), the master was (4.2) and the doctorate (5.6) and they were the most participants city dweller.

Part II

Table 2 means (= 77.5 = true) where the ERP system records all the data of the medical staff, workers, and the specialty of each individual with working hours is not acceptable in the study.” Siew Kien Sia, May Tang, Christina Soh, Wai Fong Boh(13 ‘14)

ACM SIGMIS Database: the DATABASE for Advances in Information Systems 33 (1), 23-37, 2002

This paper explores ERP as an ambivalent technology of power, while another study agrees with it, Tina Blegind Jensen, Margunn Aanestad.

Information systems management 24 (1), 29-42, 2006. (15)

Through the ERP system it is possible to raise the efficiency of providing health services

An integrated supply chain management system: a case study in healthcare sector

Dongsoo Kim (16)

International Conference on Electronic Commerce and Web Technologies,
218-227,

Part III

Regarding the association between the Demographic characteristic (gender, education level, years of experience, Housing environment) and knowledge of health staff members is no relationship.

Chapter Six

Conclusions

&

Recommendations

Chapter Six

Conclusions and Recommendations

Conclusion

According to the results of the current study, the researcher can

State the following conclusions:

1- Most of the health personnel in hospitals and medical centers had a lack of knowledge regarding the impact of the ERP system

2 - Most of the study sample members (health staff) who participated in the study are diploma graduates, and they have (6-10) years of service.

3- The health staff members do not have sufficient knowledge in some aspects of the ERP system.

4 - There is no relationship between knowledge and demographic data (Education level, years of experience, gender, housing environment)

5- For health personnel affiliates, it has no effect on knowledge of the ERP system.

6- The knowledge of the impact of the ERP system for the study sample was at a good level.

7- The study showed that the percentage of successful knowledge about the ERP system is 21.1% with weak knowledge, while 77.5% were with good knowledge.

Recommendations

1. It was suggested to use this model as a yardstick to find out the impact of the ERP system.
2. Increasing the holding of intensive training courses under the supervision of a specialized cadre, and the establishment of continuous educational courses related to the ERP system.
3. Encouraging health personnel to update their information by participating in training courses and conferences inside and outside Iraq to improve their knowledge regarding the management of the enterprise resource planning system in hospitals and health care centers.

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Appendix

Appendix

Appendix [A]

قائمة الخبراء					
مكان العمل	التخصص	عدد سنوات الخدمة	الشهادة	اسم الخبير	
جامعة البصرة - كلية التمريض	طب الأسرة	25 سنة	الدكتوراه	م. د. سجاد سالم عيسى	1
جامعة البصرة - كلية التمريض	تمريض- الام و الوليد	30 سنة	الدكتوراه	م.د.سندس باقر داوود	2
جامعة البصرة - كلية التمريض	تمريض - نفسية و عقلية	26 سنة	ماجستير	م. أفكار فاضل كريم	3
جامعة البصرة - كلية التمريض	فسلجه	<u>اقل من 30</u> <u>سنة</u>	<u>دكتوراه</u>	م. د. وصفي ظاهر عبدعلي	4
جامعة البصرة - كلية التمريض	فسيولوجيا	22 سنة	بروفسور	أ. د. محفوظ فالح حسن	5
جامعة البصرة - كلية التمريض	علوم الحياة	19 سنة	ماجستير	فرحان لايد	6
جامعة البصرة - كلية التمريض	تمريض بالغين	7 سنوات	ماجستير	ماهر عبد الامير عطية	7
جامعة البصرة - كلية التمريض	تمريض صحة نفسية وعقلية	6 سنوات	ماجستير	دعاء محمد باجي	8

Appendix [B]

Demographic information for nurses.

1- Gender

Male

Female

2-Education Level

Middle school

Nursing Diploma

Bachelors

PhD

3- years of Experience

Less than 5 years

(5-10) years

More than 10 years

4-Housing Environment

City

Country side

Questionnaire

	True	Error
1- The ERP system records medical statements, reservation dates, and bills.		
2- Enterprise management ERP system Transformation of medical services, aid and medical clinics		
3- The ERP system records all the data of the medical staff, workers, and the specialty of each individual, with recording work schedules.		
4- Through the ERP system, the efficiency of health service delivery can be raised		
5- ERP system provides complete protection of hospital data from error or leakage		
6- The ERP system enables the tasks of inquiring about patient accounts and what has been paid and displaying the patient's account summary		
7- Through the ERP system, it is possible to record drug items data, dispense drugs and supplies, stock control, purchase orders, stock inventory and follow up on expiry dates		
8- The ERP system is used to manage and update hospital prices of all kinds, discounts, offers and any variables in them to be dealt with in the various system procedures.		
9- Through the ERP system, it is possible to search and query for a patient in the hospital records, whether he is a current patient in one of the departments or a former patient in the electronic archive.		
10- An ERP system saves time and effort for employees, doctors and nursing staff in the performance of their job.		
11- The ERP system links each patient's data with the relevant staff, room number, and follow-up treatment data.		
12- The ERP system avoids data duplication and facilitates its retrieval at any time, which gives a distinctive feature to the medical institution that helps it spread		
13- The ERP system is capable of accommodating all hospital activities in its branches and departments with final financial statements from one accounting unit.		
14- The ERP system archives all medical procedures of the patient after leaving the hospital to (Discharge).		
15- The ERP system works on the speed of calculating both the internal and external ratios for doctors according to the service provided by the hospital.		
16-The ERP system makes it easy to add requests to the hospital from an entity or an external doctor, such as booking an operating room or inpatient, or requesting an examination or x-ray from an external patient		
17- The ERP system is used to monitor the technical performance in the hospital by tracking the movement of orders execution of doctors, tasks of work lists in various departments and the		

performance of users.		
18- The ERP system connects all hospital accounts in one place, creates an accounting tree, records hospital expenses and revenues, and obtains various reports.		
19- Hospitals and patients can rely on this system		
20- ERP system reduces costs and through ERP system all hospital costs are properly tracked		
21- Have you ever used an ERP system?		
22- Is it possible this system facilitates routine procedures for the patient in examination?		
23- An ERP system requires a huge amount of storage media.		
24- What do you think of the application of ERP system in the field of health care		

Appendix [C]

استمارة استبيان الخاصة بتاثير موارد المؤسسات في مستشفيات ومراكز الرعاية الصحية في
البصرة

أولاً: المعلومات الديموغرافية للمرضين

1- الجنس

انثى

ذكر

2-المستوى التعليمي

بكالوريوس تـمـريـض

دبلوم التمريض

اعدادية التمريض

دكتوراه

ماجستير

3- سنوات الخبرة

اكثر من 10 سنوات

(5 - 10) سنوات

اقل من 5 سنوات

4- بيئة السكن

ريف

مدينة


ثانياً: استمارة تأثير نظام تخطيط موارد المؤسسات في مستشفيات و مراكز الرعاية الصحية في
البصرة

ت	نظام تخطيط موارد المؤسسات	صح	خطا
1	يعمل نظام تخطيط موارد المؤسسات على تسجيل الكشوفات الطبية ومواعيد الحجز والفواتير.		
2	يهدف نظام تخطيط موارد المؤسسات لإدارة المستشفيات إلى تحويل النظام الإداري والطبي للمستشفيات والمراكز والعيادات الطبية من نظام ورقي بطئ إلى نظام إلكتروني سريع ودقيق		
3	يعمل نظام تخطيط موارد المؤسسات على تسجيل كافة بيانات الطاقم الطبي والعاملين واختصاص كل فرد مع تسجيل مواعيد العمل		
4	يمكن من خلال نظام تخطيط موارد المؤسسات رفع كفاءه تقديم الخدمات الصحية		
5	يوفر نظام تخطيط موارد المؤسسات الحماية التامة لبيانات المستشفى من الخطأ أو التسريب		
6	يتيح نظام تخطيط موارد المؤسسات مهام الاستعلام عن حسابات المريض وما تم تسديده وعرض ملخص حساب المريض		
7	من خلال نظام تخطيط موارد المؤسسات يمكن تسجيل بيانات أصناف الأدوية وصرف الأدوية والمستلزمات ومراقبة المخزون و أوامر الشراء وجرد المخزون ومتابعة تواريخ انتهاء الصلاحية		
8	يستخدم نظام تخطيط موارد المؤسسات لإدارة وتحديث تسعيرات المستشفى بأنواعها وخصوماتها وعروضها واي متغيرات فيها ليتم التعامل بها في مختلف إجراءات النظام.		

9	من خلال نظام تخطيط موارد المؤسسات يمكن البحث و الاستعلام عن مريض في سجلات المستشفى سواء كان مريضا حاليا في احد الأقسام أو مريضا سابقا في الأرشيف الإلكتروني.
10	يوفر نظام تخطيط موارد المؤسسات الوقت والجهد على الموظفين و الأطباء وفريق التمريض في أداء وظيفتهم.
11	يعمل نظام تخطيط موارد المؤسسات على ربط بيانات كل مريض بالطاقم المختص به ورقم الحجرة وبيانات متابعة العلاج معه.
12	يتجنب نظام تخطيط موارد المؤسسات تكرار البيانات ويسهل من استرجاعها في أي وقت، مما يعطي سمة مميزة للمؤسسة الطبية تساعد على الانتشار
13	نظام تخطيط موارد المؤسسات قادر على استيعاب كافة أنشطه المستشفى بفروعها واقسامها بقوائم مالية ختامية من وحده محاسبيه واحده.
14	يعمل نظام تخطيط موارد المؤسسات على أرشفة جميع الإجراءات (discharge الطبية للمريض بعد مغادرته المستشفى الى)
15	يعمل نظام تخطيط موارد المؤسسات على سرعة الاحتساب لكل من النسب الداخلية والخارجية للأطباء بحسب الخدمة المقدمة من المستشفى.
16	يعمل نظام تخطيط موارد المؤسسات على سهولة إضافة طلبات للمستشفى من جهة أو طبيب خارجي، مثل حجز غرفة عمليات أو رقود، أو طلب فحص أو أشعة من مريض خارجي.
17	يستخدم نظام تخطيط موارد المؤسسات لرقابة الأداء الفني في المستشفى بتتبع حركة تنفيذ أوامر الاطباء، ومهام قوائم العمل في مختلف الأقسام وأداء المستخدمين.
18	يعمل نظام تخطيط موارد المؤسسات على ربط جميع حسابات المستشفى في مكان واحد، انشاء شجرة محاسبية، تدوين مصروفات و إيرادات المستشفى، الحصول على التقارير المتنوعة.
19	من الممكن اعتماد المستشفيات والمرضى على هذا النظام.
20	يعمل نظام تخطيط موارد المؤسسات على خفض التكاليف ومن خلال

		نظام تخطيط موارد المؤسسات يتم تتبع جميع تكاليف المستشفى بشكل صحيح	
	21	هل سبق لك استخدام نظام تخطيط موارد المؤسسات.	
	22	هل من الممكن هذا النظام يسهل الإجراءات الروتينية للمريض في الفحص.	
	23	يحتاج نظام تخطيط موارد المؤسسات حيز ضخم من وسائط التخزين.	
	24	ما رأيك بتطبيق نظام تخطيط موارد المؤسسات في مجال الرعاية الصحية.	

Appendix [D]



وزارة الصحة
دائرة صحة البصرة
مركز التدريب والتنمية البشرية
لجنة البحوث



وزارة الصحة
Jordan Ministry of Health
Founded 1950

رقم القرار ٢٠٢٢/١٦٧
تاريخ القرار ١٣ / ٢٠٢٢/١

قرار لجنة البحوث

درست لجنة البحوث في دائرة صحة البصرة مشروع البحث ذي الرقم (٥٣٧) المعنون (تأثير نظام تخطيط موارد المؤسسات في مستشفيات ومراكز الرعاية الصحية في البصرة) والمقدم من الباحث (مزهرياسين جابر) والباحثة (زينب سعيد يعقوب) والباحث (مرتضى صفاء ربحان) كلية التمريض - جامعة البصرة . في دائرة صحة البصرة بتاريخ ٢٠٢٢/٢/١٣ وقررت:

"الموافقة على تنفيذ مشروع البحث بصيغته المقدمة ولأمانع من تنفيذه في مؤسسات الدائرة".

الطبيب الاختصاصي
د. علي كاظم قاسم
مقرر لجنة البحوث / دائرة صحة البصرة
٢٠٢٢ / ٣ /

دائرة صحة البصرة
مركز التدريب والتنمية البشرية
لجنة البحوث

المرفقات:
لا يوجد

الملاحظات:

- تم تحويل رئيس لجنة البحوث او مقرر اللجنة للتوقيع على هذا القرار استنادا الى النظام الداخلي للجنة البحوث .
- الموافقة تعني ان مشروع البحث قد استوفى المعايير الأخلاقية والعلمية لإجراء بحث والمعتمدة في وزارة الصحة، اما التنفيذ فيعتمد على التزام الباحث بتعليمات المؤسسة الصحية التي سينفذ فيها البحث. وعلى الباحث التواصل مع مسئول البحوث في المؤسسة الصحية التي يجري بها البحث واطلاعه على مجريات البحث بشكل دوري ولحين انتهاء البحث.

الخلاصة

الخلفية: تخطيط موارد المؤسسات (ERP) هو نظام متكامل لإدارة الجوانب الإدارية والمالية والطبية للمستشفيات ومؤسسات الرعاية الصحية. يهدف النظام إلى تنظيم العمل في المستشفى لإتاحة الوصول إلى بيانات المريض ومتابعته أثناء تواجده بالمستشفى ، لتنظيم تقديم الخدمة للمريض بالشكل الأمثل وفي أسرع وقت ، وذلك لتنظيم مناسب. برامج علاجية لكل حالة وتسهيل عمل الطبيب من خلال التسجيل الطبي لحالة المريض (شكاوى وأعراض - فحوصات وتحاليل وأشعة - عمليات - تشخيص - أوامر الأطباء ومتابعة تنفيذها - متابعة سير العمل حالة المريض - الأدوية والتوصيات الطبية) مما يسهل متابعة تطور صحة المريض ويضمن الدقة وسرعة الأداء .. مشكلة المشروع: ما هو مستوى معرفة العاملين الصحيين حول تخطيط موارد المؤسسات؟ ما العلاقة بين المتغيرات الديموغرافية ومعرفة العاملين الصحيين بتخطيط موارد المؤسسات؟

الهدف: تهدف الدراسة إلى :

زيادة الإيرادات وتحسين الأداء وتقليل المخاطر وتوفير تصنيف لمفهوم تكامل تخطيط موارد المؤسسات في مؤسسة رعاية صحية.

المنهجية: اشتملت هذه الدراسة على عينة من أعضاء هيئة التدريس الصحيين بلغ عددهم (71) ، وتستخدم الدراسة استبانة تتضمن (24) فقرة للتحقق من معرفة العينة بنظام تخطيط موارد المؤسسة. لغرض تحليل البيانات ، كان المتوسط الحسابي والانحراف المعياري والنسبة المئوية والاختبار المعتمد على العينة عبارة عن مربع كاي.

نتائج: ويظهر الجدول (4-1) أن غالبية الكوادر الصحية (59.2%) من الإناث، وفيما يتعلق بالمستوى التعليمي فإن الغالبية (35.2%) من العينة كانت (دبلوم). سنوات الخدمة غالبية العينة (35.2%) (6-10) سنوات. فيما يتعلق ببيئة السكن، كان الغالبية من سكان المدن. يوضح الجدول (4-2) أن العاملين الصحيين لديهم معرفة ضعيفة بالمعلومات العامة حول نظام تخطيط موارد المؤسسة. يشير الجدول (3-6) إلى عدم وجود علاقة بين معرفة العاملين الصحيين والمعلومات الديموغرافية حول نظام تخطيط موارد المؤسسات وأثر ذلك.

استنتاج: أظهرت الدراسة أن نسبة المعرفة الناجحة حول تخطيط موارد المؤسسات 77.5% بينما نسبة ضعيف المعرفة 21.1%.

جامعة البصرة
كلية التمريض



تم تقديم مشروع بحثي

بعنوان

الأثر المعرفي لنظام تخطيط موارد المؤسسات في المستشفيات ومراكز الرعاية الصحية في
البصرة

جامعة البصرة كتنفيذ جزئي لـ

متطلبات الحصول على درجة البكالوريوس في

علوم التمريض

من قبل

زينب سعيد يعقوب

مزه ياسين جابر

مرتضى صفاء ریحان

إشراف

م.م. نائل جعفر علي

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