Determination of staff and nurses' attitude with extended information systems and communication about conflict management

Hojjat Rahmani¹, Farshid Radfar², Jayran Zebardast³, Fakhredin Taghinezhad⁴, Maral Zebardast⁵, Mashallah Torabi⁶.

¹. Assistant Professor, Department of management of health care services, School of Allied Medical Sciences, Tehran University of Medical Sciences, Tehran, Iran. hojjatrahmani@yahoo.com
². MSc. Master of management, Tehran University of Medical Sciences, Tehran, Iran. radfarfarshid@hotmail.com
³. Researcher nurse, Deputy of research, Imam Khomeini Hospital, Tehran University of Medical Science, Tehran, Iran. jayran.zebardast@gmail.com
⁴. MSc in Nursing, Farabi Eye Hospital, Tehran University of Medical Science (TUMS), Tehran, Iran. taghinejad@yahoo.com
⁵. MSc. Master of Industrial Engineering, Tarbiat Modares University, Tehran, Iran. Maral.zebardast@gmail.com
⁶. Instructors, President Counselor and Secretary of Innovation Initiative, Tehran University of Medical Sciences, Tehran, Iran. mtorabi@ tums.a

Abstract

Background: The aim of this study is Determination of staff and nurses' attitude with extended information systems and communication about conflict management in teaching hospitals.

Methods: In this cross-sectional study, 50 nurses were randomly selected. Data were collected through 30 questions of a questionnaire that was conducted for this aim. Data were analyzed using SPSS software.

Results: This study showed that 50 nurses claimed that the style of communication compromise conflict management and use of information systems. Nurses believed that the style of compromise and problem-solving styles, organizational conflicts regarding the use of information systems and communication can not be used in nursing.

Conclusion: Academic centers and universities are as main important and especial centers in health promotion knowledge, especially responsible for health care and improving public health.

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1. Introduction

In all periods of human life, conflict and friction between the head and the subordinate interest, employer and employee, master and serf were existed. Conflict is a fact of human history that human is familiar with it, but unfortunately due to lack of proper management, the aggressiveness and hostility has become more conflicting (1-5).

Simultaneously, information systems and communications could be as very positive effects in various fields of science, Social and economic benefits of these systems and these systems have been widely used of it. These effects have been lead to fundamental changes in traditional attitudes in today's organizations, especially universities and
institutions of higher education. Especially responsible for health care and improving public health, it can be keep pace with global developments.

Newer developments have their origin in the head with a view of information systems as a strategic resource in an effective and educational organizations, health care used and using these tools must operate so that in addition to customer satisfaction (internal and external) of technologies that are currently used in distance.

Various factors appear to conflict between individuals and groups. Perceptual differences, personalities, beliefs, politics and the like on the one hand and various inferences about the goals of individuals, organizations and society, on the other hand, the various conflicts in the workplace creates mass (7,6).

Ethnic, language, dialect, number of subordinates, lack of confidence in the director, staff director for the imposition of hands and the competing demands, among the risk factors are inter-organizational conflict (8).

Most people hear the word conflict, fighting is visualized; if these extreme conditions, only the most obvious manifestation of hostility and conflict. Nurses are facing in their working life with finer and milder forms of conflict such as disagreement, criticism and controversy (9-12). This study aimed to determine the attitudes and practices of nursing information systems Communication in Conflict Management in Hospitals of Tehran University of Medical Sciences.

Materials and Methods:
In this cross-sectional study, 50 nurses were randomly selected in Teaching hospital in Tehran the capital city of Iran. All nurses voluntarily participated in this study; all participants were enrolled after informed consent was obtained. Data were collected through 30 questions of a questionnaire that was conducted for this aim. Data were analyzed using SPSS software. Acceptable levels of validity and reliability of using SPSS software. Following the confirmation of the content validity, we considered the construct validity by using the comments of 25 authorian masters of Tehran University of Medical Sciences and for reliability applying Cronbach's Alpha analysis. Cronbach's alpha has been calculated as (%71) which means a desirable reliability for total questionnaire.

Results:
In this study, 50 licenses Women Nurse with a mean 10.1± 4.7 years of work experience were studied. The average age of nurses was 36.5 years (low age was 23 years old age was 55 years). 12% of nurses with 5-10 years of experience and 20% of nurses with higher job experience more than 10 year had negative conflict attitudes with the development of management and communication of information systems. The mean score of knowledge with work experience of 5 years and 10-15 years, according to ANOVA had shown a significant difference (p=0.009) (Table 1).

<table>
<thead>
<tr>
<th>Value</th>
<th>Percent of work experiences</th>
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<tbody>
<tr>
<td></td>
<td>5-Year</td>
</tr>
<tr>
<td>Poor of Knowledge</td>
<td>0</td>
</tr>
<tr>
<td>Moderated of Knowledge</td>
<td>0</td>
</tr>
<tr>
<td>Good of Knowledge</td>
<td>100</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
</tr>
<tr>
<td>Negative Attitudes</td>
<td>0</td>
</tr>
<tr>
<td>Positive Attitudes</td>
<td>100</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
</tr>
<tr>
<td>Poor of Practice</td>
<td>0</td>
</tr>
<tr>
<td>Moderated of Practice</td>
<td>10</td>
</tr>
<tr>
<td>Good of Practice</td>
<td>90</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
</tr>
</tbody>
</table>

Spearman test have shown a significant relationship between knowledge and practice (p=0.005) and between attitude and practice (p=0.001).

Discussion:
Information and communication technology system is very positive effects in various fields of sciences. In general function of financial management information systems in organizations and institutions and one of the main issues is raised in recent years(1-7). As mentioned, conflict management, organizational conflict organizational goals, and the
best practices of non-efficient ways to alleviate. Attempts to reconcile the contradictory pull the aims of the organization are in the center of the circle, many nurses are wise and aware of organizational issues and that they are always aware of the situations prevailing in the organization and performance requirements. They know very well conflict as an inevitable part of organizational life. This study aimed to determine the attitudes of nurses with extended information systems and Communication in Conflict Management in Hospitals. to increase the efficiency and productivity of the organization, Nurses were well identified about the nature, characteristics and situations of conflicts, exacerbation of condition and aware about causes and control and prediction and prevention from the occurrence of harmful conflicts, and they were familiar with appropriate way of resolve conflicts and to select control approaches to constructive of disagreements and use creative way to of proper knowledge and proper self-conscious attitude toward performance in this area. According to nurses' attitude, it seems that, traditional view of nurses' attitudes and the development of information systems had no communication with conflict management. Since information systems are recommended on all aspects of the organization affects the structure of information systems, organizational processes, culture, strategy and values ...among the research areas of interest that can be dynamically selected as representative.

2. References

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