

# A study of management information system and the psychological empowerment of administrative staff in health care organizations

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## 1. Introduction

Management Information System is the study of people, technology, organizations, and the relationships among them. Management Information System is commonly used in business schools to refer to the study of how individuals, groups, and organizations evaluate, design, implement, manage, and utilize systems to generate information to improve efficiency and effectiveness of decision making, including systems termed decision support systems, expert systems, and executive information systems. (Philip, Gopalakrishnan and Mawalkar, 1995).

An organized approach to the study of the information needs of an organization's management at every level in making operational, tactical, and strategic decisions. Its objective is to design and implement procedures, processes and routines that provide suitably detailed reports in an accurate, consistent and timely manner. (Alibasic, 2015).

The role of the MIS in an organization can be compared to the role of heart in the body. The information is the blood and MIS is the heart. In the body the heart plays the role of supplying pure blood to all the elements of the body including the brain. The heart works faster and supplies more blood when needed. It regulates and controls the incoming impure blood, processes it and sends it to the destination quantity needed. It fulfills the needs of blood supply to human body in normal course and also in crisis. The MIS plays exactly the same role in the organization. (Glennon, 1978).

Information is a critical resource in the operation and management of organizations. Timely availability of relevant information is vital for effective performance of managerial functions such as planning, organizing, leading, and control. An information system in an organization is like the nervous system in the human body: it is the link that connects all the organization's components together and provides for better operation and survival in a competitive environment. Indeed, today's organizations run on information (Zafar 2013).

Psychology Empowerment is thus considered as a multi-faceted construct reflecting the different dimensions of being psychologically enabled, and is conceived of as a positive integrate of perceptions of personal control, a proactive approach to life, and a critical understanding of the socio-political environment, which is rooted firmly in a social action framework that includes community change, capacity building, and collectivity.

The psychological empowerment, tremendous pressure is put on organizations to improve their performance and increase their competitiveness in the continuously changing world of work (Ndlovu & Parumasur, 2005).

The MIS helps the middle management in short them planning, target setting and controlling the business functions. It is supported by the use of the management tools of planning and control. The MIS helps the top management in goal setting, strategic planning and evolving the business plans and their implementation. The MIS plays the role of information generation, communication, problem identification and helps in the process of decision making. The MIS, therefore, plays a vita

role in the management, administration and operations of an organization (King.W. 1978).

## 2. Objective

1. To determine if MIS policies or practices, processes, objectives and internal control are adequate.
2. To evaluate whether MIS application provides users with timely, accurate, consistent, complete and relevant information.
3. To determine whether MIS application and enhancement system exist to adequately supports corporate goals.
4. To identify the determine factors influencing MIS process.
5. Developing the ability to access and control material and nonmaterial resources and to effectively mobilize them in order to influence decision outcomes.
6. Developing the ability to trust in one's personal abilities in order to act with confidence.
7. To determine the level of psychological empowerment, job satisfaction and commitment in health care organizations.
8. To determine the relationship between psychological empowerment, job satisfaction and organizational commitment in health care organizations.

## 3. Hypothesis

H1: Proper management information system positively associated with psychological empowerment.

H2: There is a positive relationship between management information system and strategic performances

H3: There is significant relationship between information systems and management decision.

H4: Psychological empowerment is positively related to managerial effectiveness.

H5: Good relationships with supervisor are positively associated with psychological empowerment.

H6: Good relationships among co-workers are positively associated with psychological empowerment.

H7: Job security is positively associated with psychological empowerment.

## 4. Methodology

### 1. Research Approach

According to nature and accomplish the objectives of the study, a Quantitative Survey research approach was used to assess the management Information system and the psychological empowerment of administrative staff in health care organizations.

### 2. Research Design

A Non-experimental Descriptive Research design was used to assess the management Information system and the psychological empowerment of administrative staff in health care organizations and their relationship with selected variables.

### 3. Population

The population for the present study consisted of administrative staff working in various health care organizations in Sri Ganganagar and Hanumangarh districts of Rajasthan.

### 4. Sample and Sampling Technique

In this study, the non-probability sampling technique was used.

The investigator adopted the non-probability purposive sampling technique to select a sample of 200 administrative staff.

### 5. Development and Description of Tool

The self-administered questionnaire was used in the study to assess the management Information system and the psychological empowerment of administrative staff in health care organizations in Sri Ganganagar and Hanumangarh districts of Rajasthan.

To accomplish the objectives of the study research tool was constructed in the following parts:

Section A: Demographic data

Section B: Knowledge Questionnaire

Section A: Demographic Data/Sample Characteristics:

This part consists of 10 items for obtaining personal information about respondent i.e. Age, Gender, Native Place (Name of the state), Marital Status, 10+2 Background, Prof. Qualification, College of Completion (final degree), Professional Experience (in Years), Current designation, Any advance Courses in Health and Hospital Management.

Section B: Knowledge Questionnaire

This part consists of self-structured questionnaire to assess the knowledge on Information system and the psychological empowerment of administrative staff in health care organizations in Sri Ganganagar and Hanumangarh districts of Rajasthan. The self-structured questionnaires were related to introduction Assessment about Management Information System among Administrative staff and Assessment of Psychological Empowerment of Administrative staff and Organizational Characteristics.

Each questions had 4 options and out of which one is correct answer. There were total 55 multiple choice questions.

**Criterion measure:** The scores was measured as-

**Part I:** This part was related Demographic Data/Sample Characteristics.

**Part II:** Each correct response by respondent carries one (1) and incorrect response carries zero (0) mark.

Maximum knowledge score: 55

Minimum knowledge score: 0

## 5. Results

Figure 1- shows professional experience status of administrative staffs.



Figure-02 shows current designation status of administrative staffs.

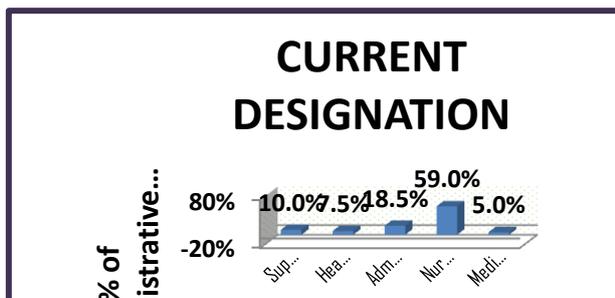
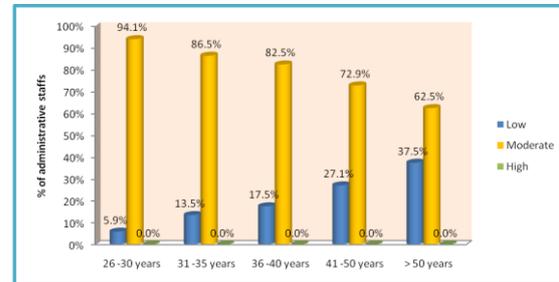


Figure-03 shows association between level of psychological empowerment score and administrative staff age.



73.0% administrative staff are agree that after arrival of Information System it provides easy access to inform the staff

82.0%, has management developed and maintained a current MIS policy or practice?

79.0% administrative staffs have shown that the policy or practice reviewed and updated regularly

79.0% administrative staffs have shown that the policy or practice distributed to appropriate employees

80.0% administrative staff have shown that the internal planning process consider and incorporate the importance of MIS at both the strategic and tactical level.

80.0% administrative staff have shown that, management encourage communication lines to meet the organization objectives

80.0% administrative staff have shown that the internal planning process consider and incorporate the importance of MIS at both the strategic and tactical level.

82.0% administrative staffs have shown that management encourage communication lines to meet the organization objectives.

78.0% administrative staff have shown that Processes for initiating, developing, and completing MIS enhancements.

87.5% administrative staffs have shown that, they like the way this organization operates.

82.5% administrative staff have shown that, To achieve effective two-way communication between management and employees and specific avenues to maintain such communication.

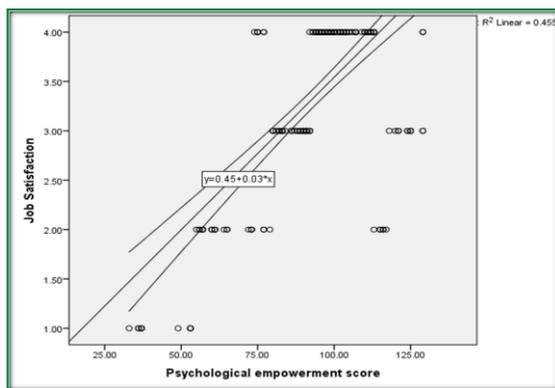
77.0% administrative staff agree that Information System collaborate with your work and responsibilities.

80.5% administrative staff agree that Information System impact on decision making.

On an average 28 staffs are having strongly disagree score, 33 staffs are having disagree score, 64 staffs are having neutral score, 43 staffs are having agree score and 32 staffs are having strongly agree score.

**Overall percentage of empowerment score is 61.97%.**

21% of the administrative staffs are having low level of psychological empowerment score. 79% of the administrative staffs are having moderate level of psychological empowerment and none of them are having high level of psychological empowerment score.



Scatter diagram with regression estimate shows the substantial positive correlation ( $r=0.66$   $P<0.001$ ) between administrative job satisfaction and psychological empowerment score.

## 6. Conclusion

The findings of this study support the proper management information system and psychological empowerment of administrative staff are essential for health care organizations.

This study has proved that the proper management information system and psychological empowerment of administrative staff have a remarkable impact in administration of health care organization. Thus for the future outlook there is a need to improve the management information system and psychological empowerment of administrative staff.

Hospital administrators should take interest in motivating the administrative staff to improve their professional status by updating their knowledge and attending conferences, workshops, seminars and exchange ideas regarding management information system and also conduct periodic educational guidance and counseling to enhance the psychological empowerment. These programs will help to improve the management skills, psychological empowerment and promotion of mental health.

The present study emphasizes on the enhancement in the knowledge regarding proper management information system, management skills and psychological empowerment is essential. Therefore, the administrator must have the adequate knowledge regarding all the aspects of management and psychological empowerment to accomplish the goals of organization.

The findings of the present study is helpful for the hospital management professionals and management students to conduct further research studies and to find out the effectiveness of various methods of providing information about management information system, management skills and psychological empowerment of administrative staff. It will further strengthen the research programs in hospital management.

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