The Impact of Information Technology Application on Personal Empowerment of Social Security Organization in Guilan Province

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Abstract

The objective of this research is the impact of information technology application on personal empowerment of social security organization in Guilan (Iran) province. This study was conducted based on data that were collected using field method and tools for data collection is questionnaire. Analysis of data collected by using software (Spss ver.18) was conducted in two parts: descriptive statistics and inferential statistics. The research in term of method is a descriptive with emphasis on correlation with applied nature that research hypotheses is tested by using Pearson correlation technique. The statistical population includes 1230 employees of the social security organization in Guilan (Iran). Systematic random sample consisted of 287 employees that were measure a by questionnaires based on a 5-point Likert scale and its reliability was calculated based on Cronbach's alpha coefficient. Findings show that there is significant relationship between factors of hardware, software, network, database and empowerment of employees and is a direct and positive correlation. This means that application of information technology has an impact on employee empowerment. Ultimately stepwise regression in application of information technology and the empowerment show that impact of software variable is more prominent.

Keywords: Information Technology, Hardware, Software, Network, Storage Technology, Empowerment

1. Introduction

The current period of human life is associated with wonderful improvement and development. Organizations as a subset of human life to survive and flourish, they should ready themselves deal with the massive changes. The purpose of this readiness, technology and equipment readiness is not, but they must be ready staff means original and valuable asset of the organization (Abdollahi & NavehEbrahim, 2008).

In the past two decades, attitudes of organizations to human have changed greatly. Organizations to maintain and develop their success have achieved major belief and it is belief to humans, so those employees of professional organizations have become to main drivers of flow business organization partners. Therefore, not only managers should have the leadership skills, but employees must also learn the ways in which the trend self-leadership (Roy & Sheena, 2005).

Current organizations that work in knowledge based atmosphere, competitive, customer-oriented, responsive, entrepreneurial and transformational required to quick access to enable human resources as competitive tools and empowerment is an acceptable and macro strategy that it can be used for continuous improvement and it is a abbreviations in order to using the competence of staff as creative and innovative approaches in all aspects of organizational performance (Kinla & Denis, 2005).

Empowerment is the healthiest way of employees sharing in power. With this technique is created sense of trust, increased energy, commitment, pride and self-reliance in individuals and increased Sense of participation in organization affairs and ultimately will lead to improve performance (Gibbs, 2009).

2. Statement of Problem

Human resource is the most important factor in achieving competitive advantage in organizations and because attention to their relationship with organization and effective rate of this source is increasing in organization output day by day. Nowadays organizations are influenced by factors such as increased global competition, rapid changes, the need for quality and after-sales service, and existence of limited resources and … can tolerate high pressures. After many years of experience, the world is come to the conclusion that if an organization wants to be a leader and stay competition arena, should be has skilled manpower, creative and high motivation. The main concern of our organization is an educated human capital and rationality that can create Organizational
Empowerment of employees: Empowerment is meaning enabling. Enabling is to create necessary conditions for the promotion of motivation in performing their duties by fostering Self-efficacy or reduction in the feelings of powerlessness, empowerment is meant energize (Conger & Kanango, 1998).
Information Technology: Information Technology is defined as the methods and ways of using tools, equipment, techniques, knowledge and specific manpower skills are made to do things. Similarly, the process of converting information and raw materials into manufactured goods is called technology (Rezaeian, 2009).

Application of information technology:

1) **Hardware**: The hardware is material part and palpable and tool of any collection or system. Hardware is usually components and harness of metal and plastic formed collection, in fact is mentioned to equipment and devices that the data are processed (Kenneth, Laudon, 2009).

2) **Software**: Software refers to programs, instruction, language, processes, and work flow and provides the opportunity for people to use computers. It refers to a set of ready commands that are controlled computer operations and are used to perform calculations or processing. It is essentially a set of instructions coded that is caused the software or computer programs issue instructions that the hardware will work. System software (operating systems) is controlled computer and applicable program such as word program, access, databases that do works of computer users, are two type of software. The network software, which is related to a group of computers and software of programming provide tools for writing programs to programmers, they are additional group (Sarafizadeh & Panahi, 2002).

3) **Network**: It is relationship of computer system with peripherals by channels of communication in different locations that can be exchanged data necessary that is divided bus topology, ring topology, and star topology. One of the significant advantages of network hardware and software for network members provide resources between users in the network. One of the significant advantages of network is provide source of hardware and software for network members between users of network (Sarafizadeh & Panahi, 2002).

4) **Database**: A set of related entities, including tables, forms, reports, queries, and... by a database management system are created and organized. Database can include almost any kind of data, such as customer lists, personal data about astronauts, space shuttle, or a collection of graphics and video sections (Rankouhi, 2001).

3. Research Hypotheses

3.1. Main hypothesis

There is significant relationship between applications of information technology with employee’s empowerment.

3.2. Sub-hypotheses:

1. There is significant relationship between hardware and employee’s empowerment.
2. There is significant relationship between software and employee’s empowerment.
3. There is significant relationship between networks and employee’s empowerment.
4. There is significant relationship between databases and employee’s empowerment.

4. Research Methodology

This study was conducted based on data that were collected using field method and tools for data collection is questionnaire. The research in term of method is a descriptive with emphasis on correlation with applied nature that research hypotheses is tested by using Pearson correlation technique. The statistical population includes 1230 employees of the Social Security organization in Guilan (Iran). Systematic random sample consisted of 287 employees that were measure a by questionnaires based on a 5-point Likert scale and its reliability was calculated based on Cronbach’s alpha coefficient. Analysis of data collected by using software (Spss ver.18) was conducted in two parts: descriptive statistics and inferential statistics.
5. Data Analysis

<table>
<thead>
<tr>
<th>Hypotheses</th>
<th>Spearman's correlation coefficient</th>
<th>Sig</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. There is significant relationship between hardware and employee’s empowerment.</td>
<td>0.154</td>
<td>0.009</td>
<td>Confirmed</td>
</tr>
<tr>
<td>2. There is significant relationship between software and employee’s empowerment.</td>
<td>0.181</td>
<td>0.002</td>
<td>Confirmed</td>
</tr>
<tr>
<td>3. There is significant relationship between networks and employee’s empowerment.</td>
<td>0.139</td>
<td>0.019</td>
<td>Confirmed</td>
</tr>
<tr>
<td>4. There is significant relationship between databases and employee’s empowerment.</td>
<td>0.159</td>
<td>0.007</td>
<td>Confirmed</td>
</tr>
</tbody>
</table>

1) There is relationship between hardware and employee’s empowerment in significant level (sig=.009) and (r=.154) and correlation is a direct (positive). Thus can be said that HARDWARE WILL AFFECT employee’s empowerment in social security organization and in term of the employees views whatever amount of deployment and application of hardware be more, empowerment will increase. Thus first hypothesis is confirmed.

2) There is relationship between software and employee’s empowerment in significant level (sig=.002) and (r=.0181) and correlation is a direct (positive). Thus can be said that software will affect employees empowerment in social security organization and in term of the employees views whatever amount of measured factors of software improve, empowerment will increase. Thus second hypothesis is confirmed.

3) There is relationship between network and employee’s empowerment in significant level (sig=.019) and (r=.139) and correlation is a direct (positive). Thus can be said that network will affect employees empowerment in social security organization and in term of the employees views whatever amount of measured factors of network improve, empowerment will increase. Thus third hypothesis is confirmed.

3) There is relationship between database and employee’s empowerment in significant level (sig=.007) and (r=.159) and correlation is a direct (positive). Thus can be said that database will affect employees empowerment in social security organization and in term of the employees views whatever amount of measured factors of database improve, empowerment will increase. Thus fourth hypothesis is confirmed.

Ultimately by using stepwise regression is determined that software has more impact on employees empowerment and based on R^2 can be said that 3/3% of the dependent variables (empowerment) is explained through Information Technology (Software)

6. Conclusion and Recommendations

Findings show that there is significant relationship between factors of hardware, software, network, database and empowerment of employees and is a direct and positive correlation. This means that application of information technology has an impact on employee empowerment. Ultimately stepwise regression in application of information technology and the empowerment show that impact of software variable is more prominent. Thus According result obtained, the following suggestions are recommended:

1) Since social security organization knows itself as a leading organization in providing health care with extensive coverage in this country, thus it is suggested that modules for conversion and interpret the output information of such devices with ability to adapt to (database structure) must be purchased or designed.

2) It is suggested that to increase the throughput of existing software be formed an expert committee to continual improvement and identifies software of the department of information technology. To identify and resolve and sometimes leading to reduced efficacy, to reduce individual autonomy or any agent capable of achieving the desired operation (personnel) will weaken.
3) 1) In order to meet the insured patient referring other cities and provinces, use of information resources from other provinces, major decisions in organization and the need access to organization information, it is recommended that a province as a separate module on a smaller scale and pilot has test centralizing project of data from a satellite center with the provincial capital and this project after pilot processing implemented in other provinces and then will comprehensiveness, implementation of this proposal is caused to enhance internal communications, electronic data interchange, sharing of information and faster access to resources and will increase employees confidence

4) it is recommended according to change the current management platform of system to oracle database in the future and necessity of maintain the current system, mechanism is designed that in proportion to the of data and the error rate calculated is try to information automatically archive.
References


