



A Descriptive Analysis of KMS Success in Turkish Healthcare Organisations

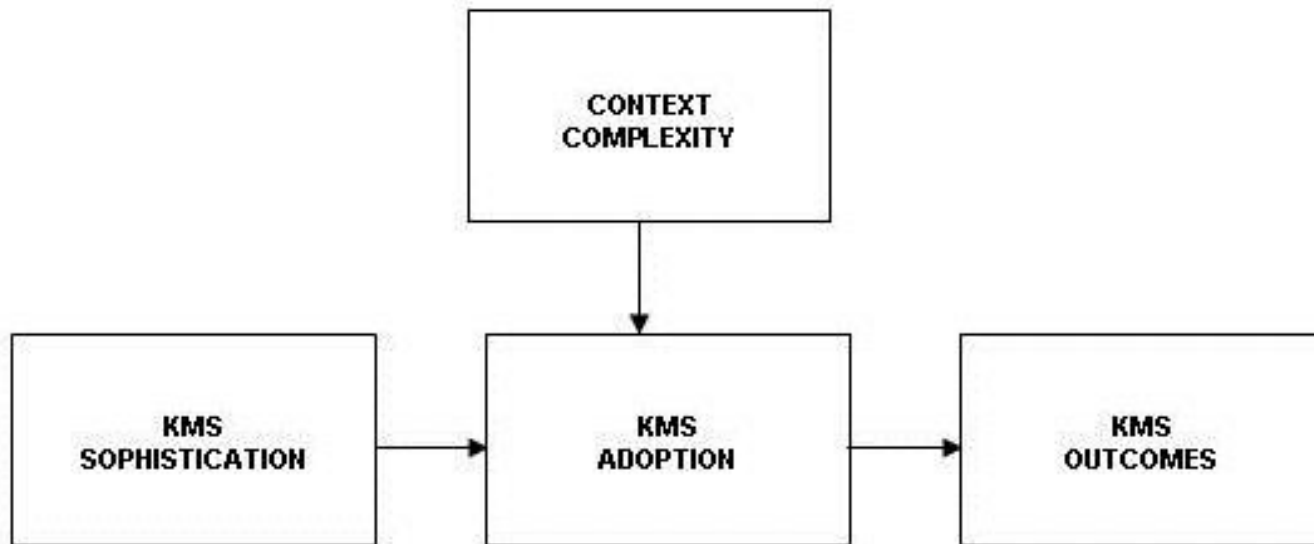
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Research Objective

to provide an insight into knowledge management practices and outcomes within a healthcare setting through a descriptive case analysis

Research Model



Variables

- **Context Complexity** (Decision Task, Decision Environment, Decision Maker)
- **KMS Sophistication** (Business Intelligence, Business Analytics, Communication, eLearning)
- **KMS Adoption** (Perceived Benefits, Actual Use)

Research Method

- **Research design:** descriptive case study
- **Subjects:** 54 clinical staff
 - University Teaching hospital (UTH)
 - Provincial Public Hospital (PPH)
- **Questionnaires:** questions set to find out how participants perceive their decision context and KMS, and assess their system usage
- **Measures:** seven-point Likert scales with 1-strongly disagree and 7-strongly agree

Main Findings

1. Higher perceived contextual complexity and more sophisticated KMS led to greater system adoption by UTH than PPH
2. Greater reliance on more sophisticated KMS did not result in superior knowledge and performance of UTH compared to PPH

Why?

Two potential explanations:

- automating vs informing approach to KMS design
- novice vs expert decision makers/users