

## Chapter VII

# The Role of Subjective Computer Training and Management Support to Use Computers in Community Health Centers

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### **ABSTRACT**

*There have been many changes to information systems in the last decade. Changes in information systems require users to constantly update their computer knowledge and skills. Computer training is a critical issue for any user because it offers great capabilities for the users. The purpose of this study was to measure the effect of subjective computer training and management support on computer attitude, computer anxiety, and subjective norms to use computers. The data was collected from community health centers staff. The results of the study showed that trained health staff as computer users had more favorable attitude, less computer anxiety, and more attention to others expectation (managers and policies of organizations) to use computers than untrained users. However, there were no relationships between management support on computer attitude, computer anxiety, and subjective norms. Lack of computer training of the majority of the health staff confirmed the need for more attention to this issue special in health centers.*

## INTRODUCTION

Studies have shown that computer training has been identified as one of the factors that influence the success of users and computer systems (Bronsema and Keen, 1983; Lieberg, 1995). Davis and Bostrom (1993) state that the responsibility given to users is an important issue in organizations, and user training is a key factor for the success of organizations. Computer training should be taken into account by those attempting to design or implement successful systems. Offering computer training with a carefully selected content can lead to positive feelings for the participants and they can control their computer interactions. Users should be trained, especially for new computer systems and software, until they feel comfortable using them. The increasing levels of computer literacy among users mean that computer usage will increase higher quality of product in all area of business. Thus computer training and management support are important factors that should be considered because it can provide opportunities for users to participate in the process of information system development and successful performance (Grann, 1984; Yaverbaum and Nosek, 1992; Kappelman and Guynes, 1995) especial in those areas such as health, which has been largely neglected. The results of the current study would assist community health services, hospitals and health organizations to function more efficient for better service to patients/clients by using computerized information systems.

## DEFINITION OF TRAINING AND COMPUTER TRAINING

There is no explicit definition in the literature of computer training. By reviewing the literature and examining the different perspective, subjective computer training is defined by the researchers as:

1. "Sensations and judgment of users regarding the process and product of a particular training activity".
2. "The internal feelings of users that is reflected from computer teaching and practice".
3. "Thought, perception and emotions of users about the process of obtaining knowledge, skills and attitude".

Subjective computer training is the perception of users in relation to their computer training that only they can explain. The subjective training of individuals differs according to whether the training is successful or not and it can provide different perceptions of users. Some of these, such as positive and favorable perception toward computer training, can cause confidence of users (Robinson, 1990) to be more successful in their tasks and also may make them more enthusiastic about interacting with computers. Positive feelings toward computer training occur also when the process is successful. A person who is able to achieve success may be able to follow with further success (McClelland et al., 1953). However, others with negative perception toward computer training, may avoid to learn about and working with computers.

## HYPOTHESES

**H1:** Computer training is positively related to computer attitude.

Schiffman et al. (1992); Kappelman and Guynes (1995) from their studies, found that users' computer training positively affected their attitude toward computers. The importances of computer training in providing positive computer attitude have been established by several studies (Igbaria and Chakrabarti, 1990; Igbaria, 1993).

Igbaria (1990), from a study on effectiveness of user computing, argued that users' attitude toward computers was significantly affected by computer

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