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Electronic Management and its Contribution in Covering the Needs of Health Institutions of Medicines and Medical Supplies an Exploratory Study in the Pharmacy Department in Mosul

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ABSTRACT

The research aims at showing the importance and role of the application of the electronic management in the Health Institutions. The rapid acceleration in the development of science and electronic applications, information technology, and the enormous facilities provided by these applications in the field of providing services and work running by increasing the speed, activity and efficiency of performance as well as minimizing errors. All that was a reason to make it the cornerstone of building and adopting the electronic management rather than traditional management methods.

The problem of research lies in the indifference of interest and the lack of applying the electronic management in our Health Institutions. In general, the research attempted to answer the following queries:

1. Does the Department of Pharmacy adopt the electronic management as a working mechanism?
2. Does the relative importance of the electronic management variables vary?
3. Is there a compatible correlation between the variables of the electronic management?
4. Do the answers of individuals in the research sample (pharmacists) differ about the application of the electronic management?
5. To what extent has the electronic management contributed to the coverage of the need of the Health Institutions for medicines and medical supplies?

In order to answer these questions, a number of hypotheses were adopted which dealt with the subject in all its aspects, which were tested using statistical means of data collected through the questionnaire form as a main tool for collecting data related to the practical side of the individuals under study. 260form have been distributed and 250 out of them retuned representing 96.2% .The research presented a set of conclusions and in light of which made a set of proposals, the most important of which is the need to apply the electronic management in the pharmacy department and to be a starting point for applying it in our Health Institutions.

Keywords: Electronic Management, pharmacy Department, Electronic Governance.

HOW TO CITE THIS ARTICLE

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1- INTRODUCTION

The earliest beginnings of the emergence of knowledge management emerged in the mid-nineties of the last century, It essentially includes a broad and broad concept and a combination of theories and practices in the areas of organizational science and management and information management systems with the integration of the needs and requirements of the times to increase performance and efficiency in business. Its essence lies in the continuous follow-up of technical developments and their potential for adaptation in achieving the benefits of the information and communication technology revolution to create enabling environments to achieve a level of progress by implementing electronic management initiatives [1].

There is no doubt that the contemporary world is experiencing a huge information revolution, the result of which was the control of its administrative and political institutions, especially after the spread of e-business and Internet networks and information systems and local and global communications on the one hand, and linking each other through modern technological mechanisms.

Therefore, electronic management is no longer a social luxury as much as an urgent necessity imposed by local and international conditions, a condition for the success of any institution that performs its functions easily and smoothly [2].

The technological revolution, accumulated by engineering acceleration, led to societal transformations involving the lives of individuals, business organizations, and governments alike[3].

Accordingly, the idea on the choice of this subject and work on the application of electronic management and then the best appropriate procedures and a set of proposals necessary for the advancement of the reality of our health institutions crystallized, and the current research addressed the following axes:

The first Topic: Research Methodology
The second Topic: The Theoretical Side
Topic III: Testing Hypotheses Research
Topic IV: Conclusions and Recommendations

2- RESEARCH METHODOLOGY:

The research adopted the descriptive analytical approach through the collection of relevant data from the Individuals Respondents.

FIRST: THERESRACHPROBLEM

Through the coexistence in the department of pharmacy in question for a period of ten years ranging from 2008 to 2018, we have concluded that the problem of research lies in the lack of interest in the electronic management of medicines and medical supplies by the Department of Pharmacy and related authorities, as it does not pay attention to this function and what it requires, This negatively affects the achievement of the objectives and the mission of the health institutions to the beneficiaries.

The problem can be explained by the following questions:

1. Does the pharmacy department adopt electronic management as its working mechanism?
2. Does the relative importance of electronic management variables vary?
3. Is there a harmonic relationship between the variables of electronic management?
4- Do the respondents answers vary from the research sample (pharmacists) about the application of electronic management?

SECOND: THEIMPORTANCEOFRESEARCH

Academic research is an important and vital topic for health organizations, which is the electronic management of medicines and medical supplies in the pharmacy department in an attempt to fill the shortage of electronic management literature in our health institutions and contribute to clarify the concept and requirements of the application of electronic management, as well as enrich the Iraqi library in this area. The importance of the research is highlighted by the fact that it deepens the awareness of the research sample (pharmacists) about the electronic management that they should apply.

THIRD: RESEARCHOBJECTIVES

1- Identify the nature of the harmonic relationship between the variables of electronic management.
2 - Identify the actual reality of electronic management in the coverage of the needs of health institutions of medicines and medical supplies.
3. Identify the relative importance of electronic management variables.

FOURTH: THERESEARCHHYPOTHESIS

1. Health institutions do not adopt the application of electronic management.
2. The answers of the research sample (pharmacists) about the application of electronic management do not vary.
3. There is no harmonic relationship between the variables of electronic management.

4. The relative importance of electronic management variables does not vary.

FIFTH: METHODSOFDATACOLLECTION

In order to obtain the necessary data to support the research and achieve its desired objectives, the researchers based their preparation on the data required for the implementation of the theoretical aspect on many scientific sources of books and related studies, With regard to the applied aspect, the researchers used the personal interview and questionnaire form by establishing it as a main tool in obtaining data from the research sample (pharmacists) through the distribution of 260 forms as the number of forms retrieved 250 forms by ratio 96.2%.

The questionnaire was tested for the apparent honesty by presenting it to the experts in the administrative sciences to explore their valuable opinions about the variables, clarity and comprehensiveness of the questionnaires and questions and the suitability of the statistical methods used to obtain the results, and their advice and recommendations were taken in line with the objectives of the research.

SIXTH: METHODSOFSTATISTICALANALYSIS

Approved statistical methods were used to reach indicators and results that aim towards the research objectives and achieve a real test of its hypotheses, namely:

1. Frequencies, arithmetic media and standard deviations that are used to describe research variables.
2. Chi Square

SEVENTH: LIMITSOFTHESTUDY

1. Time and Spatial Limits: The research period is located 1/11/2018 until 1/3/2019. and the list of the respondents' positions is limited to the pharmacy, hospitals and primary health care sectors within the city center of Mosul.
2. human limits: represented by Pharmacists practicing pharmacy officials, officials of the units of need assessment, Officials of the Repository, officials of the Pharmacy and Treatment Committees in hospitals and primary health care sectors. Trainee pharmacists and clinical pharmacists were excluded from the research and the questionnaire was distributed to 260 pharmacists aged 33-55 years, the majority of whom were male.

3-THEORETHICALASPECT

3.1-THECONCEPT, IMPORTANCEANDOBJECTIVESOFELECTRONICMANAGEMENTINHEALTHINSTITUTIONS

1- The concept of electronic management in health institutions

The term electronic Management is used in tandem with other terms such as e-Business, e-Commerce and other concepts that integrate communication and activities in the light of the development of information technology and Internet networks.

IBM used the term in 1997 and defined it as an integrated and flexible approach to distributing the value of distinctive business by linking systems to the processes through which core business activities are carried out in a simplified and flexible manner and using Internet technology [10].

Electronic management provides a wide scope for all administrators in dealing immediately and simultaneously with each other to achieve common goals, and electronic management is working to collect the largest number of administrative sites diverged in a network wired or wireless network specific [4].

In the opinion of informatics experts that electronic management means the management, guidance and implementation of e-business, this view holds many elements of the precise description of the limits and areas of work of electronic management, and the term E – Governance was used to denote the work of electronic management in public institutions or organizations, regardless of the nature and type of activity or Service provided [6].

it is clear from the foregoing that electronic management is the completion of administrative transactions and the provision of public services via the Internet or intranet without having to move customers to personal departments to complete their transactions with the associated waste of time, effort and energies [1].

2 - The importance of electronic management

The importance of electronic management is evident in its ability to cope with the tremendous qualitative and quantitative development in the application of information technologies and systems and the accompanying emergence of what may be called the continuous information revolution or the permanent information and communication technology we may borrow the famous Trotsky expression of the "permanent revolution"[6].

Electronic management is one of the trends that seek to invest the means of communication and benefit from them in the provision of various services, where States make strenuous efforts to walk in that belief in the importance of catching up with developed countries that have come a long way in this area [7].

3- Objectives of electronic management

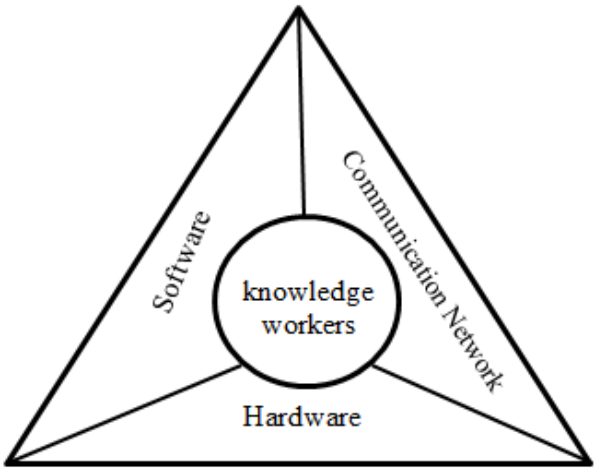
The main philosophy of electronic management is its view of management as a source of services and that citizens or institutions serve as customerswho wish to benefit from these services.Thus, electronic management has objectives in its priorities:

A. The transition from independent computerized information systems to online computerized information systems. As a result of the emergence of distributed processing and distributed databases, information technology IT trends have become more widespread and decentralized, and as a result of the revolution of the communications revolution, computerized information systems that function as independent systems have become networked information systems that operate and benefit from advanced technologies in telecommunication networks and electronic exchange for data [6].
B. Reduce the cost of administrative procedures and related processes leading to increasing the efficiency of the work of the Department by increasing its capacity to accommodate more customers (beneficiaries) simultaneously may be in more than one place at the same time and the work is accomplished and at the same time reduce mobility Delivery anytime, anywhere and easy access to information [7].
C. Transition from batch processing systems to on-line analytical processing systems A qualitative development of traditional batch processing systems that are no longer suited to the changing and rapid nature of business and that require continuous updating of data and continuous production of information. In addition, real-time analytical processing systems offer an additional opportunity for electronic management to produce multiple information reports and provide flexible and fast access capabilities for large volumes of data derived from processes whose inputs are constantly changing [11].
D. Transformation of organizations from central structures to flexible environmental structures. One of the results of the application of electronic management systems and techniques has been a fundamental change in the environments of business organizations. With the dawn of electronic management, these organizations have shifted from functional centralization to functional decentralization To flexible organizational and ecological structures based on information not judgments and team work no individual work no matter how genius and experience [8].

3.2-THEELEMENTSOFELECTRONICMANAGEMENTANDREQUIREMENTS

1. Elements of electronic management

Electronic management consists of three basic components: hardware, software, and communication network, and located at the heart of these components knowledge makers of experts and specialists who represent the human and functional structure of the electronic management system Brain ware or knowledge workers.



Elements of electronic management

System management programs are actually more technically complex than other programs, such as operating systems, network management systems, language interpreters, programming proofing tools, and Computer Aided Software Engineering CASE.

Networks are electronic links that span the intranet and the Internet, Which represents the value network of the organization and its electronic management.

The third and most important element of the electronic management system is Knowledge Workers from Digital Leaderships, managers and analysts of knowledge resources, and intellectual capital in the organization. Knowledge makers manage the strategic synergies of electronic management elements on the one hand and change the prevailing ways of thinking to reach a culture of knowledge on the other [9].

2. Requirements for electronic management

The electronic management system consists of a coherence between six basic elements:

A. Computer devices and software, including hardware, software and its containers, such as the means to save, store and retrieve data and information.
B. communication networks and through the unified textile network www that connects all networks in the world.
C. The human element, as it is the human element that feeds and receives information, and the real capital of any project.
D. Systems and legislation, including the necessary controls to implement the work of electronic management and control of unwanted abuses.
E. Community systems, including political, social and economic systems, play an essential role in determining the pattern and nature of e-Governance and how it operates.
F. Constants of society, including religion, law, culture and traditions, where religion is the basis for dealing with every system of life.The law is one of the most powerful means of social control.Culture plays a vital role in determining society's systems and formulating its construction.The traditions are linked to references consistent with the provisions of religion [5].

4- TESTINGHYPOTHESESRESEARCH:

4.1-DESCRIBEANDDIAGNOSESEARCHVARIABLES

The following is a description and diagnosis of research variables at the level of the researched organization.

Table (1) Arithmetic Mean and Standard Deviation for research variables

Variables	N	Mean	Std. Deviation	Std. Error Mean
x1	250	4.6800	0.56824	0.03594
x2	250	4.5560	0.84005	0.05313
x3	250	4.5040	0.86544	0.05473
x4	250	4.1760	1.19278	0.07544
x5	250	4.4040	1.04938	0.06637
x6	250	4.3440	1.03049	0.06517
x7	250	4.1960	1.15365	0.07296
x8	250	4.1920	1.20037	0.07592
x9	250	4.4480	0.86388	0.05464
x10	250	4.4720	0.83667	0.05292
x11	250	4.5160	0.75100	0.04750
x12	250	4.4440	0.81086	0.05128
x13	250	4.5160	0.68382	0.04325
x14	250	4.5160	0.75100	0.04750

Statistic analysis

N	Valid	250
	Missing	0
Mean		4.43
Std. Deviation		0.599

Table (2) Frequency distributions and percentages for research variables

		x1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not strongly agree	1	.4	.4	.4
	not agree	1	.4	.4	.8
	Neutral	4	1.6	1.6	2.4
	Agreed	65	26.0	26.0	28.4
	Strongly agreed	179	71.6	71.6	100.0
	Total	250	100.0	100.0	

		x2			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not strongly agree	2	.8	.8	.8
	not agree	10	4.0	4.0	4.8
	Neutral	15	6.0	6.0	10.8
	Agreed	43	17.2	17.2	28.0
	Strongly agreed	180	72.0	72.0	100.0
	Total	250	100.0	100.0	

		x3			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not strongly agree	3	1.2	1.2	1.2
	not agree	12	4.8	4.8	6.0
	Neutral	8	3.2	3.2	9.2
	Agreed	60	24.0	24.0	33.2
	Strongly agreed	167	66.8	66.8	100.0
	Total	250	100.0	100.0	

		x4			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not strongly agree	13	5.2	5.2	5.2
	not agree	19	7.6	7.6	12.8
	Neutral	24	9.6	9.6	22.4
	Agreed	49	19.6	19.6	42.0
	Strongly agreed	145	58.0	58.0	100.0
	Total	250	100.0	100.0	

		x5			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not strongly agree	6	2.4	2.4	2.4
	not agree	18	7.2	7.2	9.6
	Neutral	17	6.8	6.8	16.4
	Agreed	37	14.8	14.8	31.2
	Strongly agreed	172	68.8	68.8	100.0
	Total	250	100.0	100.0	

		x6			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not strongly agree	6	2.4	2.4	2.4
	not agree	12	4.8	4.8	7.2
	Neutral	32	12.8	12.8	20.0
	Agreed	40	16.0	16.0	36.0
	Strongly agreed	160	64.0	64.0	100.0
	Total	250	100.0	100.0	

		x7			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not strongly agree	13	5.2	5.2	5.2
	not agree	16	6.4	6.4	11.6
	Neutral	20	8.0	8.0	19.6
	Agreed	61	24.4	24.4	44.0
	Strongly agreed	140	56.0	56.0	100.0
	Total	250	100.0	100.0	

x8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not strongly agree	14	5.6	5.6	5.6
	not agree	21	8.4	8.4	14.0
	Neutral	13	5.2	5.2	19.2
	Agreed	57	22.8	22.8	42.0
	Strongly agreed	145	58.0	58.0	100.0
	Total	250	100.0	100.0	

x9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not strongly agree	3	1.2	1.2	1.2
	not agree	12	4.8	4.8	6.0
	Neutral	8	3.2	3.2	9.2
	Agreed	74	29.6	29.6	38.8
	Strongly agreed	153	61.2	61.2	100.0
	Total	250	100.0	100.0	

x10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not strongly agree	3	1.2	1.2	1.2
	not agree	6	2.4	2.4	3.6
	Neutral	20	8.0	8.0	11.6
	Agreed	62	24.8	24.8	36.4
	Strongly agreed	159	63.6	63.6	100.0
	Total	250	100.0	100.0	

x11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not agree	9	3.6	3.6	3.6
	Neutral	12	4.8	4.8	8.4
	Agreed	70	28.0	28.0	36.4
	Strongly agreed	159	63.6	63.6	100.0
	Total	250	100.0	100.0	

x12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not strongly agree	2	.8	.8	.8
	not agree	6	2.4	2.4	3.2
	Neutral	21	8.4	8.4	11.6
	Agreed	71	28.4	28.4	40.0
	Strongly agreed	150	60.0	60.0	100.0
	Total	250	100.0	100.0	

x13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not agree	6	2.4	2.4	2.4
	Neutral	9	3.6	3.6	6.0
	Agreed	85	34.0	34.0	40.0
	Strongly agreed	150	60.0	60.0	100.0
	Total	250	100.0	100.0	

x14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not agree	9	3.6	3.6	3.6
	Neutral	12	4.8	4.8	8.4
	Agreed	70	28.0	28.0	36.4
	Strongly agreed	159	63.6	63.6	100.0
	Total	250	100.0	100.0	

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	14	5.6	5.6	5.6
	Agreed	114	45.6	45.6	51.2

	Strongly agreed	122	48.8	48.8	100.0
	Total	250	100.0	100.0	

Table 1 and 2 prepared by the researchers in the light of the results of electronic computer.

Table 2 shows that, the first question x1 on 71.6% was strongly agreed, while 26% of the respondents were agreed and 1.6% were neutral, and 0.4% were disagreeable and strongly disagreeing, indicating that the respondents' responses were oriented to the positive pole. This is supported by the mean and standard deviation values of 4.68 and 0.56824 respectively that showing in table 1.

It was found that the second question x2 on 72% were strongly agreed, while 17.2% of the respondents agreed and 6% were neutral, and 4% and 0.8% disagree and strongly disagree, indicating that the respondents' answers were directed to the pole This is supported by the mean and standard deviation values of 4.556 and 0.84005 respectively from table 1. And etc. for all questions.

Consistent with the above, we reject the second main hypothesis and accept the alternative hypothesis, which varies the answers of individuals respondents about the application of electronic management.

4.2-TESTTHEFIRSTMAINHYPOTHESIS

To analyze the organization's response to adopting the requirements of electronic management, the following table was prepared:

Table (3) using statistical laboratory T for calculation and comparison with tabular values

	Test Value = 3					
	T	df	Sig. (p.value)	Mean Difference	95% Confidence Interval of the Difference Lower	Upper
x1	46.747	249	0.000	1.68000	1.6092	1.7508
x2	29.287	249	0.000	1.55600	1.4514	1.6606
x3	27.478	249	0.000	1.50400	1.3962	1.6118
x4	15.589	249	0.000	1.17600	1.0274	1.3246
x5	21.155	249	0.000	1.40400	1.2733	1.5347
x6	20.622	249	0.000	1.34400	1.2156	1.4724
x7	16.392	249	0.000	1.19600	1.0523	1.3397
x8	15.701	249	0.000	1.19200	1.0425	1.3415
x9	26.503	249	0.000	1.44800	1.3404	1.5556
x10	27.818	249	0.000	1.47200	1.3678	1.5762
x11	31.918	249	0.000	1.51600	1.4225	1.6095
x12	28.157	249	0.000	1.44400	1.3430	1.5450
x13	35.053	249	0.000	1.51600	1.4308	1.6012
x14	31.918	249	0.000	1.51600	1.4225	1.6095

One-Sample Test

	Test Value = 3					
	t	df	Sig. (p.value)	Mean Difference	95% Confidence Interval of the Difference Lower	Upper
all	37.799	249	0.000	1.432	1.36	1.51

Table 3 indicates that the calculated t values, when compared to their tabular values of 1.663 at a significant level of 0.05, are significant and greater than their tabular value and for all questionnaire questions. This indicates that the researched organization responds to the adoption of electronic management approaches and requirements at the level of the researched organization.

Consistent with the above, rejects the first main hypothesis and accepts the alternative hypothesis, which provides for the adoption of health institutions application of electronic management.

4.3- TESTTHETHIRDMAINHYPOTHESIS

Chi-Square Test

Table (4) Chi Square test values

	Chi-Square	df	Asymp. Sig.
x1	475.680[a]	4	0.000
x2	441.560[a]	4	0.000
x3	384.120[a]	4	0.000
x4	240.640[a]	4	0.000
x5	382.040[a]	4	0.000
x6	318.080[a]	4	0.000
x7	232.920[a]	4	0.000
x8	251.600[a]	4	0.000
x9	332.040[a]	4	0.000
x10	341.400[a]	4	0.000
x11	236.496[b]	3	0.000
x12	310.440[a]	4	0.000
x13	227.472[b]	3	0.000
x14	236.496[b]	3	0.000

a. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 50.0.
b. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 62.5.

Test Statistics

	all
Chi-Square	86.912[a]
df	2
Asymp. Sig.	0.000

a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 83.3.

Table (5) Description and Diagnosis of Research Variables

Questions	Calculated Chi value	value of Chi tabular
Q1 The application of electronic management properly facilitates the work.	475.680	3.841
Q2 Do you think the application of electronic management works to develop the work.	441.560	5.991
Q3 Electronic management helps break the boring work routine and reduce the time required for the purpose of completing the work.	384.120	5.991
Q4 The use of electronic management works to reduce written errors and reduce the use of papers.	240.640	5.991
Q5 The use of electronic management limits the repetition or accumulation of computational errors.	382.040	5.991
Q6 There is tight control over the movement of medicines and medical supplies due to the use of electronic management	318.080	5.991
Q7 Application of electronic management provides accuracy in the organization of preparation lists.	232.920	5.991
Q8 The adoption of electronic management leads to the standardization of specifications in terms of code number, scientific name, concentration, unit of measurement and number of medicines and medical supplies.	251.600	3.841
Q9 Speed of delivery and payment of data from the storage units to the electronic management center	332.040	5.991
Q10 Reduce and end the cases of forgetfulness and confusion as a result of the large number of materials and multiple numbers, meals, and the expiry date.	341.400	5.991
Q11 Supplying the divisions working with the warehouses division with data and information in an updated, fast and accurate manner	236.496	5.991

Q12 The flow of data and information and ease of display and share with other departments, such as technical mattersDepartment, public health Department and others	310.440	5.991
Q13 The application of electronic management in the repostory increased the confidence of pharmacists in the repostory in terms of quantity, expiry date, price.	227.472	5.991
Q14 The inventory data obtained from the programs applied in the civil repostory provide an accurate summary of past and current transactions.	236.496	5.991

* Probability = 0.01

It is clear from Table 5 that the value of the Chi Square test for all measures of 14 gauge that the calculated value of Chi-square, which ranged between 227.472–475.680 is greater than the tabular value, which ranged between 3.841 - 5.991 and this indicates a harmonic relationship for dimension of electronic management.

Therefore, rejects the hypothesis that there is no harmonic relationship between the variables of electronic management and accept the alternative hypothesis that there is a harmonic relationship between the variables of electronic management.

CONCLUSIONSAND PROPOSALS

CONCLUSIONS

Through the results of the description of research variables and from the viewpoint of the respondents, we note the focus of the answers of individuals in the positive direction and the response rate is good, and different proportions of the variables in the health organization of the respondent attributed to the understanding of the respondents to the importance of the application of electronic management and adopted by the researched organization. And It was found that the researched organization adopts the application of electronic management as a means to obtain the best performance of the organization. This was demonstrated by the use of the Kai squared which highlighted the harmonic relationship in the responses of the respondents, taking into consideration that the relative importance of the variables varies from one variable to another within the researched organization. The results of the statistical laboratory T for the purpose of calculating them on the research variables showed that the researched organization is responsive to adopt the application of electronic management.

PROPOSALS

The research organization should pay equal attention to all research variables due to the importance of applying electronic management. After Diagnosis the research in the field the work on the application of electronic management in the researched organization and proved this through the consensual relations on the researched organization, so the organization should work an integrated system of electronic management independently in its organizational structure. The necessity of giving the researched organization great importance to the application of electronic management after it has been proved through the statistical laboratory As an Understandable A contributor to the organization.

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