



Training, Work Environment and Service Delivery of Health Information Management Professionals in State Specialist Hospital Akure, Ondo State

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Abstract

The study investigated the relationship between training, work environment and service delivery of health information management (HIM) professionals in special hospital Akure, Ondo State. The study used both descriptive survey and correlational survey. The inferential statistical tools used is Pearson Product Moment Correlation Coefficient using SPSS version 26. The findings of the study revealed that HIM professionals in the State Specialist Hospital do often go for training on an average level with a mean of 2.57 ± 0.568 , but on and off-the-job training programme provided by the State Specialist Hospital for their HIM professionals is poor with mean of 1.83 ± 0.742 , and 1.93 ± 0.788 respectively. The study also revealed that the work environment of the hospital is moderately conducive with mean of 2.58 ± 0.431 . It is revealed by the study revealed that the State Specialist Hospital service delivery is highly satisfactory with mean of 4.52 ± 0.559 . The study also demonstrated a very favorable correlation between HIM service delivery at the State Specialist Hospital, work environment, and training. In summary, there is no significance to this link. The study suggested that the government create infrastructures that would continue to improve the service delivery of HIMs, and that hospital administration should give HIM professionals with high-quality training and skilled trainers on a timely basis.

Keywords: Training; Work Environment; Service Delivery; Health Information Management; Hospital

Introduction

The act of gathering, evaluating, and safeguarding both traditional and digital medical patient care is known as health information management (HIM) [1]. Adebowale and Owolabi [2] assert that a country's health care delivery system is significantly influenced by how well its hospitals perform in providing high-quality medical care. Around the world, the quality of health care offered by Health Information Management (HIM) has a constant impact on the service delivery of general hospitals. Health Information Management (HIM) experts play a crucial role in the

delivery of healthcare in Nigeria by collecting, maintaining, and using high-quality data to support the system. The world health organization (WHO) states that appropriate information collection, management, and utilization within the healthcare system determines how well the system finds health issues and offers the best options to improve health output [1].

The Nigerian health information management system is not free from criticism of inadequate storage, careless handling of case folders holding patient details, and errors in documentation that

befall the worldwide health care system. The goals and objectives of the health information departments in Nigerian hospitals must be successfully handled in order to realize these issues [2]. In order to reflect the diagnosis and treatments of the disorders impacting the patients, HIM functions include, but are not limited to, coding patient files. This information is reported by American Health Information Management Association [3]. These show that incorrectly recorded files can result in incorrect diagnoses, which can lower the standard of care that patients receive in general hospitals. It is important that Nigerian health information managers stay current with international best practices. Nigerian general hospitals need to be aware that providing quality care without qualified personnel may be challenging [4]. HIM specialists may be able to give high-quality services by creating an environment that is supportive of learning and working.

Tahir, *et al.* [5] state that the goal of training in any organization is to develop the capacity required to raise employee performance and help the organization accomplish its goals. This demonstrates how crucial training is to an organization's ability to maximize employee potential and enable them to perform their duties effectively and efficiently. The hospital's HIMs are not immune to this. Elnaga and Imran [6] asserted that training is a crucial component of HRM practices, positively impacting the knowledge and abilities of employees and ultimately leading to high-quality service delivery from them. This means that regular training that keeps them abreast of current worldwide trends for HIM professionals is necessary for the quality service delivery of HIM experts in hospitals.

Adenekan and Solomon [7] define the work environment as the overall area used for job-related activities as well as the social and physical surroundings that affect an employee's ability to perform at work. Given that office buildings, their furnishings, and their layout make up the work environment, physical variables can be either internal or external in nature. When these elements are unavailable, service delivery may be impacted [8]. In addition, computer systems, cabinets, shelves, good lighting, and sufficient room for a record library are examples of physical factors. Wachira, *et al.* [9] asserted that changes in the workplace can have a direct or indirect impact on employees' performance. This implies that the work environment, which has an impact, can have an impact on the quality of services provided by HIMs at a hospital. The hospital

may experience setbacks as a result of poor work processes, a lack of clarity in roles and norms, or the integration of unsuitable talents with the work environment. In 2022, Abubakar [10] expressed the opinion that obtaining exceptional and high-quality service delivery in a hospital requires having employees who are capable, committed, and highly skilled. This means that it's critical to establish a work atmosphere that will assist HIM professionals in order to ensure that they provide unique and high-quality services. Given the foregoing context, the goal of this study was to investigate how HIM professionals at Akure, Ondo State's State Specialist Hospital (previously Mother and Child Hospital) were trained, treated at work, and provided with services.

The aim of this study is to examine the relationship between training, work environment, and service delivery of HIM Professionals in State Specialist Hospital, Akure, Ondo State. The general objectives are as follows;

- To examine how often training is organised for HIM Professionals in State Specialist Hospital, Akure, Ondo State.
- To examine the on and off job training are organised for HIM professionals in State Specialist Hospital, Akure, Ondo State.
- To evaluate the work environment of HIM Professionals in State Specialist Hospital, Akure, Ondo State.
- To determine the kind of service delivery rendered by the HIM Professionals in Ondo State.
- To establish the relationship between training, work environment, and the quality-of-service delivery by the HIM Professionals in State Specialist Hospital, Akure, Ondo State.

Literature Review

Training and service delivery

As an activity, training is a planned, methodical process that raises an employee's level of knowledge and abilities required to perform their job well [11,12]. According to Nowaz, *et al.* [18], the training provided to employees by an organization, including hospitals, is intended to help them develop the technical skills, interpersonal skills, and solid knowledge necessary to carry out their jobs effectively and efficiently at work. A deficiency of on-the-job training programs consistently lowers employee performance. According to Elnaga and Imran [6], training improves workers' creativity and intellectual capacity, which speeds up decision-

making and increases output. According to Amin., *et al.* [13], however, employees may interact to consumers more successfully and respond to their complaints more quickly if they work on improving their customer relationship skills. Therefore, it is important for organizations (hospitals) to always schedule training for its staff members (HIM specialists) so that they may carry out their duties as effectively and as fully as possible in accordance with organizational standards, which will result in the organization performing well (hospital). In this context, performance is called service delivery.

According to Sultana., *et al.* [11], there are two types of training: on-the-job training and off-the-job training. Research has shown that employees who receive training while working do better than those who do not receive training but do so off the job [11]. This is because a large amount of work experience simultaneously improves an employee’s knowledge and skills. Sultana., *et al.* [11] posit that employee performance (i.e., service delivery) can be improved through well-organized and implemented training, which includes appropriate trainee identification and selection, a training schedule that addresses knowledge, skill, and capacity gaps, and a focus on attitude modification.

Work environment and service delivery

Depending on the direction of its influence, the work environment, which includes both the physical and social environments, can have a beneficial or negative impact on the hospital’s service delivery. The physical workspace is influenced by the human and material resources that are available. It is obvious that service delivery will be subpar when there is a shortage of HIM people, as five personnel are expected to perform the duties of twenty personnel, and that service delivery will be of high quality when there is an adequate number of personnel. According to the social work environment, this describes how HIM professionals interact with each other and with other hospital departments; in other words, the organizational culture of the hospital will dictate how HIM professionals provide their services. In a tertiary hospital in the Nigerian state of Enugu, teamwork significantly improves the quality of care provided, per a study by Ghasi., *et al.* [14]. Bookey-Bassett., *et al.* [15] claim that integrating employees in day-to-day operations will boost their quality-of-service delivery by giving them a sense of belonging. With this, it is evident that a work environment in which HIMs professionals are carried along will enhance their service delivery quality.

Conceptual framework

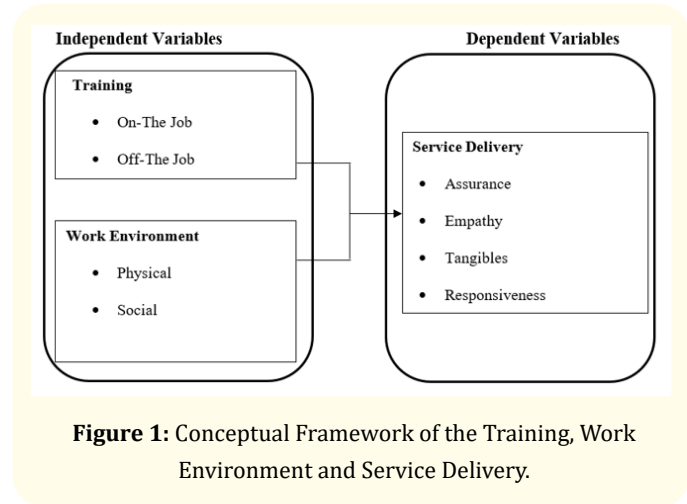


Figure 1: Conceptual Framework of the Training, Work Environment and Service Delivery.

Methodology

This study adopts a descriptive and correlation survey research design. The population of the study is the (state the population in figure here) HIM professionals in State Specialist Hospital, Akure, Ondo State. The whole population is used because the population size is manageable for this study. Instrument used in collecting data is a modified questionnaire. Respondent was asked to voluntarily participate in the survey after telling the significance of the study. The analyses were carried out using mean, variance, and standard deviation for the descriptive analysis while PPMC is used for correlation analysis. All the analyses tool is carried out using SPSS 26.0v.

Results and Discussions

The findings of the research interview is analysed and discussed as follows.

Training

How often is training

The table above revealed that majority of the HIM professionals who happened to be 60% of the study respondents often go for training yearly while 36.7% go quarterly and 3.3% go monthly.

Variable	Response Category	Frequency	Percentage (%)	Mean	S.D.
How often do you go for training	Monthly	1	3.3	2.57	0.568
	Quarterly	11	36.7		
	Yearly	18	60.0		

Table 1: Training period result analysis.

Source: Field Data, 2023.

On and off the job training

Variables	Mean	S.D.
On-the-job training		
My hospital has provided me with on-the-job training which enables me to do my job better	1.83	0.747
In the hospital, extensive on-the-job training programs are provided for the individuals	1.87	0.730
I am satisfied with my on-the-job training opportunities	1.77	0.774
On-the-job training help an employee to do his job well is a priority at my work place	1.87	0.730
The hospital has made a substantial investment on me by providing me with formal on-the-job training and development opportunities	1.80	0.730
GRAND MEAN ON-THE-JOB	1.83	0.742
Off-the-job training		
The hospital has given me off-the-job training that allows me to do my job better	1.93	0.828
In the hospital, the individuals receive extensive off-the-job training programs	1.97	0.765
I am pleased with my off-the-job training opportunities	1.97	0.809
In my hospital, employees will normally go through off-the-job training programs every year	1.87	0.776
Off-the-job training help an employee to do his job well is a priority at my hospital	1.90	0.759
GRAND MEAN OFF-THE-JOB	1.93	0.788

Table 2: On and off job training result.

Source: Field Data, 2023.

The table above revealed that on and off the job training of HIM professionals at the State Specialist Hospital, Akure, Ondo State is poor with grand mean response of 1.83 and 1.93 respectively below the criterion mean point of 2.0. HIM professionals don't get the best on-the-job training necessary to advance in their careers. Additionally, the hospital's significant on-the-job training program for HIM professionals is subpar, which contributes to the professionals' discontent with the options for on-the-job training offered by the hospital. This is a result of the hospital's inadequate expenditure in giving each HIM professional on-the-job training.

Furthermore, the hospital offers inadequate off-the-job training to HIM professionals, which is a prerequisite for better jobs. The hospital also provides inadequate off-the-job training, which adds up to the inadequate training that hospital HIM workers receive on an annual basis. Finally, it was revealed that the hospital poor priority is placed on off-the-job training that will enhance the job of HIM professionals.

Work environment

The work environment table above revealed that the work environment of the State Specialist Hospital Akure, Ondo State

Variables	Mean	S.D.
How would you describe your office building space influence you are work?	3.50	0.630
How would you describe your interaction with your colleagues?	4.47	0.507
How would you describe your relationship with your supervisor?	4.60	0.563
What is the level of feedback that you receive from your supervisor?	4.33	0.547
How would you describe your job security in this Hospital	4.43	0.504
Due to overall office environment I am able to complete daily tasks easily?	1.50	0.509
Do you feel that HIM professionals are recognised as an individual?	1.20	0.407
Would you refer a friend to apply for a job at the general hospital?	1.07	0.254
My job requirements are stated clearly?	1.07	0.254
I have clear goal for career achievement	1.03	0.183
Does the hospital clearly communicate goals and strategies to me?	1.17	0.379
GRAND MEAN	2.58	0.431

Table 3: Working environment result.

Source: Field Data, 2023.

is generally moderately conducive with a grand mean response of 2.58 which is a little bit above the criterion mean of 2.5. It is important to highlight that the variable “I am able to complete daily tasks easily due to the overall office environment?” “Is there a clear communication of goals and strategies from the hospital to me?” The respondents’ mean response to these variables indicates that they agreed with all of the claims because the grading system uses 1 to represent “Yes,” 2 to represent “In between,” and 3 to represent “No.” In the study of Tuwei and Benjamin [16] on effect of work environment and service delivery in selected county referral hospitals in Kenya, it was revealed that work environment that recognised and acknowledged the effort of their employees in tangible ways will enhanced the service delivery of their employees, an environment that made employees feel they are in control of their works made it possible for them to carry out their daily tasks, and in addition Abubakar [10] study stated that an organisational culture that support knowledge sharing among HIM personnel in an hospital will provide an enabling environment that will support service delivery.

Service delivery

Variable	Category	Mean	S.D.
ASSURANCE	Patients’ files are safe in the HIM department	4.27	0.691
	Request forms are protected by HIM	4.43	0.504
	High level of confidentiality is highly prioritise by HIM	4.73	0.521
	HIM secure prescription forms in their facility	4.30	0.596
	Reliable information from right sources is provided by HIM to patients	4.67	0.479
	GRAND MEAN FOR ASSURANCE	4.48	0.546
EMPATHY	Patients’ folders, request forms, and prescription form when requested for are provided by HIM	4.37	0.669
	HIM professionals seek to understand the need of patients who visited the hospital	4.43	0.568
	HIM professionals always show care about patients health issues	4.63	0.556
	HIM pay attention to patients within the hospital facility	4.57	0.568
	HIM working in this hospital always understand patient anxiety	4.57	0.568
	GRAND MEAN FOR EMPATHY	4.51	0.586

TANGIBLES	HIM professionals are always ready to care for patients at all times	4.63	0.669
	Patients’ folders, request forms, and prescription form which are referred to as communication materials are readily available upon request	4.50	0.509
	Equipment is available for service delivery of HIM professionals in this hospital	4.57	0.504
	Physical infrastructures are always available for service delivery of HIM professionals in this hospital	4.37	0.669
	HIM appearance allow mutual interaction between HIM professionals and patients in this hospital	4.63	0.490
	GRAND MEAN FOR TANGIBLES	4.54	0.568
RESPON-SIVENESS	HIM professionals retrieve patients folders without delay	4.40	0.675
	HIM professionals retrieve request forms without delay	4.50	0.572
	HIM professionals in this hospital offer patients the relevant information they needed for booking their appointment	4.47	0.507
	HIM professionals retrieved prescription forms without delay	4.43	0.504
	HIM professionals in this hospital are always ready to provide required health information services needed by patients within the time frame	4.47	0.507

	GRAND MEAN FOR RESPOSIVENESS	4.45	0.553
RELIABIL-ITY	Patients health records are easily retrieved for the primary use of patient care in this hospital	4.47	0.629
	Patients folder are always retrieved for the primary use of patient care in this hospital	4.67	0.479
	Patients’ prescription form are always retrieved for the primary use of patient care in this hospital	4.70	0.466
	Patients request forms are easy to retrieve for primary use of patient care in this hospital	4.47	0.681
	Referrals management of patients are always carried out with patients consents in this hospital	4.70	0.466
	GRAND MEAN FOR RELI-ABILITY	4.60	0.544
	GRAND MEAN FOR SER-VICE DELIVERY	4.52	0.559

Table 4: Service delivery result analysis.

Source: Field Data, 2023.

The service delivery table above revealed that HIM professionals of State Specialist Hospital Akure, Ondo State, provide a good service delivery to patients with a grand mean response of 4.52 which is far above the criterion mean of 2.5. This indicate that patients are highly satisfied with the service delivery of HIM patients in the State Specialist Hospital. In the study carried out by Adebowale and Owolabi [2], on health information management (HIM) personnel service quality and patient satisfaction in Nigeria Tertiary Hospitals, they discovered that patients are moderately satisfied with the service delivery of HIM. Their health records’ confidentiality, the safety precautions taken to protect them, and the general services provided by the HIMs are only a few of the services they are happy with. The results of this study corroborate those of Abubakar’s [10] investigation into teaching hospitals

in North West, Nigeria, where he found high levels of assurance, empathy, tangibles, responsiveness, and reliability in the services provided.

Relationship between training, work environment, and service delivery

		Training	Work environ- ment	Service delivery
Training	Pearson Correlation	1	.999*	.897
	Sig. (2-tailed)		.027	.291
	N	30	30	30
Work environment	Pearson Correlation	.999*	1	.433
	Sig. (2-tailed)	.027		.466
	N	30	30	30
Service delivery	Pearson Correlation	.897	.433	1
	Sig. (2-tailed)	.291	.466	
	N	30	30	30
*Correlation is significant at the 0.05 level (2-tailed).				

Table 5: Relationship between training, work environment and service delivery result.

The relationship table revealed that there is a strong positive relationship between the three variables; training, work environment, and service delivery of HIM professionals of State Specialist Hospital Akure, Ondo State. Indicating that the more the training, conducive the work environment is, the more service delivery of HIM professionals in the hospital. The table also showed that the work environment and training received by HIM experts in the hospital are significantly correlated. demonstrating that, although there is no significant correlation between the hospital's HIM experts' service delivery and their work environment and training, at the $p < 0.05$ significance level. demonstrating a significance level of $p > 0.05$. The results of this study contradict those of Wachira., *et al.* [9], who found that working conditions had a negative impact on the provision of health care services in Nyeri County, Kenya. Their study examined the impact of employee working conditions on health sector service delivery. The results of the study corroborated those of Sendawula., *et al.* [17], who found a positive correlation between employee performance (service delivery) and training, employee engagement, and employee performance: evidence from Uganda's health sector.

Conclusion

According to the report, HIM at the State Specialist Hospital do not receive enough on-the-job training or off-the-job training to

improve their position. HIM professionals find the work atmosphere at hospitals to be favourable in this regard. The large office building improved the HIM professionals' service delivery. A collaborative work environment among coworkers will improve service delivery. Additionally, the workplace fosters a certain degree of downward communication that helps HIM workers deliver services, fosters a sense of security for HIM professionals, and generally makes it simple for HIM professionals to accomplish their everyday jobs. In addition, the hospital's HIM staff provides outstanding services. Ultimately, the study showed that, despite the association being negligible, there is a strong positive correlation between training, the work environment, and the provision of HIM services at the State Specialist Hospital.

The study recommends the following:

- The hospital administration should hire a qualified trainer who can maximize the potential of the HIM professionals on staff and provide high-quality training. This would improve the hospital's service delivery and increase stakeholder and patient satisfaction.
- The HIM professionals should receive their training at the scheduled time.

- The government should keep funding the infrastructures necessary to improve the HIM experts' ability to serve patients, stakeholders, and the hospital itself.
- The hospital's administration and government should never forget that HIM specialists are the institution's first spokespersons and ambassadors. As a result, they should constantly be inspiring to patients and stakeholders, as their interactions with them shape public perception of the facility.

Conflict of Interest

The author declares no conflicts of interest. The author alone is responsible for the content and the writing of the paper.

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