

**“The effect of Hospital Management Information System
HMIS on the employee performance in Healthcare sector
of Islamabad”.**



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Abstract

The thesis is on the healthcare sector of Islamabad and it aims at finding the effect of technological change in the form of the Hospital Management system on the employees' performance at public sector, private sector and armed forces hospitals to explore the benefits and drawbacks of the HMIS and its relation with the employee performance. The literature on the HMIS helps in understanding its background and benefits in various developing countries, its relation with the organization structure, training, HR department. The HMIS doesn't improve employee performance alone if training is not given to the employees or if the organization structure is not suitable or if the implementation process is not properly planned so HMIS can't be effective. In this era of globalization a lot of technological developments are being done on the HMIS in the developing countries', healthcare is important and so everyone's patients. The research was done using the qualitative and quantitative methods to gather a wide picture of the HMIS relation with the employee performance. A questionnaire and interview script was prepared and a sample of 6 hospitals from public, private and semi government sector was taken to study the healthcare sector of Islamabad for the research. The findings concluded that HMIS has more benefits' and less drawbacks if implemented properly and proper training given to employees has increased the performance of the employees in private hospitals since they had more funds and proper training were given to employees and proper HMIS department was present who handled the maintenance of HMIS. The semi government hospitals have benefited from HMIS. Public sector hospitals doesn't have the proper HMIS yet so it was studied to see how the manual system is and a comparison was done to see the benefits of HMIS in detail. To conclude, the HMIS software is very helpful and it should be used in all the hospitals and should be linked in between the hospitals to improve the healthcare sector in Islamabad since human life is very important and once life gone can't come back so technological development in the Healthcare area is ignored in Pakistan and my thesis contributes to the benefits' of the software and explains in detail the benefits and its relation to the employee performance which has improved hospitals services and patients are treated in a better way. The employees, the doctors the medical staff are the assets of every hospital, they should be given training, should be motivated, made aware of the HMIS importance and benefits.