

## عنوان مقاله:

(Quality Management Structure Supported by Information Technology (A Survey in Central Insurance of Iran

## محل انتشار:

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## خلاصه مقاله:

In this research we investigate the effects of information technology on quality management processes in the Central Insurance organization of Iran. The research is an applied one, using correlation method. The population of the research includes the personnel of the organization of Central Insurance of Iran which are more involved by using information technology. These personnel are mostly from accounting and finance, research and development, human resources, computer and network units. A sample of ۸۳ employees was randomly selected and a questionnaire was used to gather and measure the answers. Findings showed that all of the elements of quality management in organizations are affected by information technology because the organization's processes are highly based on information. In this research main hypothesis was significantly accepted and also IT has the most effect on customer satisfaction. For executive managers in Central Insurance organization, the last finding has an important result, because they can make customers satisfied by facilitating information processes and solving problems that may be faced within the organization.

## کلمات کلیدی:

Central Insurance of Iran, Information Technology, quality management, Quality Management Process

## لینک ثابت مقاله در پایگاه سیویلیکا:

<https://civilica.com/doc/1401124>

