

عنوان مقاله:

Identification and explanation of organizational services from the point of view of work and health care system experts in a mixed method

محل انتشار:

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خلاصه مقاله:

Extracting barriers to organizational learning can be effective in improving the healthcare system. The current research has been carried out to identify and explain the barriers to organizational learning from the point of view of employees and experts in the healthcare system. The research has been carried out with the mixed approach of explanatory sequential follow-up on the employees and experts of the health care system of the public sector. The statistical sample in the quantitative phase (first phase) includes 206 people who were included in the study by census method. In the qualitative phase (second phase), 30 experts of the organization were selected purposefully and until theoretical saturation. Data was collected in the quantitative phase with a questionnaire and in the qualitative phase with a semi-structured interview. Quantitative phase data analysis was done with descriptive statistics and Spss and Amos software. The reliability of the questionnaire using Cronbach's alpha coefficient is higher than 0.75. Was. Experts were used for face validity and construct validity was evaluated through confirmatory factor analysis. In the qualitative phase, Brown and Clark thematic analysis and Maxqda 2018 software were used. In the quantitative phase, it was determined that organizational learning barriers have a positive and significant relationship with all its components. The employees stated that the most important of these obstacles were resistance to new ideas in the organization and not having the opportunity to apply the learned materials. In the qualitative part, 25 codes, 13 sub-themes and 6 main themes including cultural barriers, work pressure, weakness in training, lack of resources for ideas and programs, neglecting the principle of competence and old work methods were obtained. Obstacles of workload, lack of resources for ideas and programs, and old ways of doing work were common in the quantitative and qualitative sectors. The themes of cultural barriers, weakness in education and neglect of the merit principle also developed the results of the quantitative section. This study identified some barriers to organizational learning. It is suggested that these findings be used to improve learning in healthcare organizations.

کلمات کلیدی:

barriers to organizational learning, mixed sequential explanation, health organizations, structural equations

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