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Attitudes and Perceptions of Health Information Management Personnel Toward the Application of Information Technology in Federal Medical Centre, Yenagoa

Biobelemoye Jack-Gbarabe[1], Lucky Ebiteinye Dogiye[2], and Gladys Chitachi Anuka[3]

[1,2]Health Information Management Department, Bayelsa Medical University, Yenagoa Bayelsa State, Nigeria

[3]Department of Health Information Management, Bayelsa State College of Health Technology, Otuogidi-Ogbia town.

Email: *lucky.dogiye@bmu.edu.ng* ***Profile:*** *https://orcid.org/0009-0005-1068-9758*

***Abstract*—** The integration of Information Technology (IT) into Health Information Management (HIM) practice has transformed the management of health data by improving accuracy, efficiency, and accessibility. The success of these technologies, however, largely depends on the attitudes and perceptions of HIM personnel, who are central to their daily operation. This study examined these attitudes and perceptions among 81 HIM professionals at Federal Medical Center (FMC) Yenagoa using a descriptive cross-sectional survey design. Data were collected through a structured questionnaire and analyzed using descriptive statistics, including frequencies, percentages, and mean scores. Results indicated that HIM personnel generally hold positive attitudes toward IT adoption, recognizing its role in enhancing workflow efficiency and reducing data errors. Similarly, most respondents perceived IT as a valuable tool for improving the quality and timeliness of health information. Despite these favorable findings, several challenges were reported, including limited training opportunities, inadequate infrastructure, and insufficient technical support, which may hinder optimal utilization of IT systems. The study concludes that while HIM personnel are willing and ready to engage with IT applications, sustained institutional support, participatory system design, and continuous professional development are crucial to translating positive attitudes into effective and consistent practice. Addressing these barriers can maximize the benefits of IT in HIM, ultimately improving health information management, decision-making, and healthcare service delivery at FMC Yenagoa.

***Keywords*—** Health Information Management Practice; Information Technology, Attitudes, Perceptions, Health Information Systems.

INTRODUCTION

Information Technology has become an indispensable component of contemporary healthcare delivery systems, particularly in the management and use of health data. Since 2020, the growing complexity of healthcare delivery and the experience of global health emergencies have reinforced the importance of digital technologies in ensuring efficiency, continuity, and accountability in health services. The World Health Organization has consistently emphasized that digital health systems are essential for strengthening health systems, improving data governance, and supporting timely decision making at all levels of care (World Health Organization, 2021, pp. 3–5).

Within Health Information Management practice, Information Technology plays a critical role in facilitating accurate data collection, secure storage, efficient retrieval, and effective use of health information. Electronic health records and integrated health information systems have largely replaced paper-based documentation in many healthcare settings, leading to improvements in data quality and operational efficiency. Recent studies show that IT adoption in HIM practice reduces documentation errors, minimizes data duplication, and enhances the availability of patient information for clinical and administrative purposes (Ojo et al., 2021, pp. 214–216; Zhang & Chen, 2022, pp. 88–90). These

developments have also strengthened information security through controlled access, audit trails, and standardized data management procedures.

Health Information Management personnel occupy a central position in this digital transformation. As custodians of health data, they are directly responsible for operating and maintaining information systems that support healthcare delivery. Empirical studies published after 2020 indicate that the success of IT implementation in healthcare depends not only on technological infrastructure but also on the attitudes and perceptions of users, particularly HIM personnel (Mensah et al., 2020, pp. 41–43). When HIM professionals view IT as supportive of their roles and aligned with their professional responsibilities, system adoption and sustained use are more likely.

Attitude toward technology has been widely identified as a key factor influencing acceptance and utilization of IT systems. Positive attitudes are often shaped by experiences of improved efficiency, reduced workload, and enhanced professional relevance. Conversely, negative attitudes may emerge when technologies are perceived as complex, unreliable, or disruptive to established workflows. Recent literature suggests that HIM personnel who receive adequate training and institutional support tend to develop more favorable attitudes toward IT and demonstrate higher levels of system utilization (Adebayo & Oladeji, 2022, pp. 57–59).

Perception, particularly perceived usefulness and perceived ease of use, remains a strong determinant of technology adoption in health information management practice. Contemporary studies drawing on established technology acceptance frameworks show that HIM personnel are more inclined to use IT systems when they believe the technology improves job performance and is easy to navigate (Al-Samarraie et al., 2021, pp. 102–104). Poor system design, limited technical support, and frequent system downtime, however, continue to negatively influence user perception, even in settings where digital infrastructure is available (Kipturgo et al., 2023, pp. 311–313).

Recent post-2020 research has also introduced new perspectives on IT perception among health workers. Increased exposure to digital tools during public health emergencies has improved awareness and appreciation of IT across health professions, including Health Information Management. At the same time, persistent challenges such as inadequate infrastructure, unstable power supply, and limited funding continue to shape how HIM personnel evaluate the practicality and sustainability of IT-based systems, especially in developing health systems (Okeke et al., 2022, pp. 144–146).

Against this background, assessing the attitudes and perceptions of Health Information Management personnel toward the application of Information Technology is both timely and necessary. Understanding these human factors provides deeper insight into the conditions under which IT investments translate into effective practice. This study offers fresh insight by focusing on HIM personnel as key actors in digital health systems, emphasizing how their experiences, expectations, and professional realities influence the successful application of Information Technology in Health Information Management practice.

The problem is, why does the effective use of Information Technology in Health Information Management practice remain inconsistent at Federal Medical Center Yenagoa, even with significant investment in digital health systems? Why are available IT tools in this facility underutilized, despite being designed to enhance efficiency, accuracy, and service delivery? To what extent do negative perceptions, resistance to change, and limited technical skills among the 81 HIM personnel at FMC Yenagoa affect IT system adoption? Why do infrastructural challenges, such as unreliable power supply and inadequate technical support, continue to hinder effective IT use? How frequently are the attitudes and perceptions of HIM personnel considered during IT system planning and implementation? What are the consequences of neglecting these human factors on data quality, workflow efficiency, and overall service delivery? How does the absence of empirical evidence on HIM personnel's perspectives

impact institutional decision-making and policy formulation? Could a deeper understanding of these attitudes enhance system acceptance, utilization, and long-term sustainability? What gaps exist between technological investments and the actual outcomes in HIM practice at FMC Yenagoa? How can participatory, user-centered approaches help bridge these gaps effectively? What strategies can ensure that training, technical support, and infrastructure improvements align with staff needs? How can feedback from HIM personnel be integrated into IT planning to foster ownership and engagement? What role do HIM personnel play in maintaining and sustaining digital health initiatives? Why is their involvement critical to ensuring continuous improvement and adaptation of IT systems? How can systematic assessment of their attitudes and perceptions inform better implementation strategies? How does understanding these human factors contribute to reducing errors, improving data accuracy, and enhancing service delivery? What lessons can FMC Yenagoa provide for other healthcare institutions facing similar IT adoption challenges? Finally, how can these insights guide policy and resource allocation to optimize the impact of digital health technologies in HIM practice?

LITERATURE REVIEW

Empirical studies conducted since 2020 consistently show that Information Technology has fundamentally reshaped Health Information Management practice across different health systems. Studies from tertiary hospitals in Asia, Africa, Europe, and North America demonstrate that the adoption of electronic health records and integrated health information systems has improved documentation accuracy, reduced record duplication, and enhanced the timeliness of information retrieval (Mensah et al., 2020, pp. 38–41; Zhang & Chen, 2021, pp. 91–94; Ojo et al., 2021, pp. 213–217). These improvements have been linked to better clinical coordination and administrative efficiency.

Large-scale empirical investigations conducted during and after the COVID-19 pandemic further highlight the strategic importance of IT-enabled HIM systems. Studies reveal that health institutions with functional digital information systems were better positioned to manage patient flow, surveillance data, and reporting obligations (World Health Organization, 2021, pp. 6–9; Adepoju et al., 2022, pp. 118–121). Similarly, comparative studies across public and private hospitals indicate that IT-supported HIM units experience fewer data losses and improved compliance with data governance standards (Kipturgo et al., 2023, pp. 308–312).

Empirical research also shows that IT improves the professional relevance of HIM personnel by expanding their roles from record custodians to information analysts and system managers (Ndlovu & Moyo, 2020, pp. 52–55; Smith et al., 2022, pp. 404–407). However, these benefits are not automatic and depend on how effectively systems are implemented and used.

User attitude remains one of the most extensively studied factors influencing IT adoption in health information management. Empirical studies from 2020 onward confirm that positive attitudes among HIM personnel are strongly associated with higher acceptance and consistent use of IT systems (Al-Samarraie et al., 2021, pp. 99–103; Adebayo & Oladeji, 2022, pp. 56–60). HIM personnel who believe that IT simplifies their work and enhances accuracy are more likely to embrace digital systems.

Conversely, several studies report that negative attitudes persist in environments where IT is introduced without adequate consultation or training. Fear of increased workload, job displacement, and system complexity has been shown to reduce acceptance levels, especially among older or less technologically exposed HIM personnel (Mensah et al., 2020, pp. 46–48; Rahimi et al., 2021, pp. 210–213). Longitudinal studies further reveal that attitudes tend to improve over time when users receive continuous support and observe tangible benefits from system use (Li et al., 2022, pp. 173–176).

Recent empirical findings also suggest that institutional culture significantly shapes attitudes. Facilities that promote innovation, teamwork, and continuous learning report more positive staff attitudes toward IT adoption (Okeke et al., 2022, pp. 142–145;

Williams & Adams, 2023, pp. 88–91). These findings emphasize that attitude is not merely an individual trait but a product of organizational context.

Perception of usefulness and efficiency has remained a central focus of empirical research on IT adoption in HIM practice. Studies grounded in technology acceptance frameworks consistently demonstrate that HIM personnel are more likely to adopt IT systems when they perceive them as directly improving job performance and reducing errors (Al-Samarraie et al., 2021, pp. 101–104; Kim & Park, 2022, pp. 61–64). Empirical evidence from hospital-based surveys shows that perceived usefulness has a stronger influence on adoption than demographic factors such as age or years of experience.

Research conducted in low- and middle-income countries highlights the contextual nature of perception. While many HIM personnel acknowledge the potential benefits of IT, their perceptions are often shaped by system reliability and usability (Olatunji et al., 2021, pp. 77–80; Kipturgo et al., 2023, pp. 311–314). Frequent system downtime, poor interface design, and slow processing speed have been shown to negatively affect user perception, even where attitudes toward technology are generally positive.

Empirical studies published after 2020 also indicate that perceptions evolve with exposure. HIM personnel who initially viewed IT as disruptive often developed more favorable perceptions after gaining hands-on experience and observing improvements in workflow efficiency (Adepoju et al., 2022, pp. 120–123; Chen et al., 2023, pp. 256–259). These findings suggest that perception is dynamic and responsive to practical outcomes rather than fixed assumptions.

Inspite of documented benefits, empirical literature identifies persistent challenges affecting IT application in HIM practice. Inadequate training is one of the most frequently reported barriers, with studies showing that insufficient skills limit effective system use and increase reliance on manual processes (Mensah et al., 2020, pp. 49–51; Adebayo & Oladeji, 2022, pp. 61–63). Training gaps are particularly evident in settings where IT adoption is rapid but professional development opportunities are limited.

Infrastructure-related challenges remain significant, especially in developing health systems. Empirical studies consistently report unreliable power supply, limited internet connectivity, and outdated hardware as major constraints on IT utilization (Okeke et al., 2022, pp. 146–149; Ojo et al., 2021, pp. 220–223). These constraints not only affect system performance but also shape negative user perceptions and attitudes.

Limited technical support has also been identified as a critical barrier. HIM personnel report frustration when system failures are not promptly addressed, leading to decreased confidence in IT systems (Rahimi et al., 2021, pp. 214–217; Smith et al., 2022, pp. 409–412). Empirical evidence further suggests that poor policy alignment and lack of user involvement during system design contribute to implementation failures.

Collectively, empirical studies published from 2020 onward confirm that Information Technology has significant potential to enhance Health Information Management practice. However, they also reveal that attitudes, perceptions, and contextual challenges strongly influence outcomes. While many studies examine healthcare workers broadly, fewer focus specifically on Health Information Management personnel as distinct users with specialized responsibilities. This gap limits understanding of how their unique professional roles shape IT adoption and utilization.

This study responds to this gap by providing focused empirical insight into the attitudes and perceptions of HIM personnel toward IT application. By doing so, it contributes to a more user-centered understanding of digital health implementation and offers evidence to guide more effective, sustainable IT integration in Health Information Management practice.

METHOD OF THE STUDY

Research Design

This study adopted a descriptive cross-sectional survey design to examine the attitudes and perceptions of Health Information Management (HIM) personnel toward the application of Information Technology in Health Information Management practice at Federal Medical Center (FMC) Yenagoa, Bayelsa State. The cross-sectional survey approach enabled the

researcher to collect data at a single point in time and obtain a clear picture of the current attitudes, perceptions, and experiences of HIM personnel regarding the use of information technology in their professional duties.

The descriptive nature of the design allowed the researcher to summarize trends in awareness, attitudes, and perceptions among HIM personnel. Cross-sectional surveys are widely used in health informatics research because they provide reliable insights into user experiences, technology acceptance, and implementation challenges within healthcare institutions (Al-Samarraie et al., 2021, pp. 100–102).

Population and Sample

The population of the study consisted of all eighty-one (81) professional Health Information Management personnel working in the Health Information Management Department at Federal Medical Center Yenagoa. HIM personnel are professionals responsible for the management, maintenance, and analysis of health information, including patient records, administrative data, and electronic health systems used in healthcare institutions.

Given that the population size was relatively small and accessible, the study adopted a census approach, where all 81 HIM professionals were included as respondents in the study. The census method ensured full representation of the HIM workforce at FMC Yenagoa and eliminated sampling bias. Using the entire population also enhanced the reliability of the findings because every eligible professional in the department had the opportunity to participate in the study.

Instrument for Data Collection

Data for this study were collected using a structured self-administered questionnaire adapted from validated instruments used in previous health informatics studies (Mensah et al., 2020, pp. 45–47; Ojo et al., 2021, pp. 215–218). The questionnaire was designed to gather information on attitudes, awareness, perceptions, and challenges associated with the use of information technology in health information management practice.

The questionnaire consisted of five major sections:

- Demographic Information – age, gender, educational qualification, years of professional experience, and professional rank.
- Awareness of IT Applications – questions assessing knowledge and exposure to electronic health records, hospital information systems, and other digital health technologies used in the facility.
- Attitudes toward IT Use – items measuring willingness to use IT systems, perceived ease of use, and openness to technological innovation.
- Perceptions of IT Usefulness and Efficiency – questions evaluating how IT improves workflow, data accuracy, and professional performance.
- Challenges in IT Application – items identifying barriers such as limited training opportunities, infrastructure problems, insufficient technical support, and system downtime.

The questionnaire employed a five-point Likert scale, ranging from Strongly Disagree to Strongly Agree, to measure attitudes and perceptions toward IT use. This scale is commonly used in health technology research because it allows respondents to express varying levels of agreement while facilitating quantitative analysis (Al-Samarraie et al., 2021, pp. 103–104).

A pilot study was conducted with 10 HIM personnel in another tertiary healthcare institution within the Niger Delta region to test the clarity and reliability of the questionnaire. Necessary adjustments were made based on feedback from the participants. The reliability analysis produced a Cronbach's alpha coefficient of 0.82, indicating that the instrument had good internal consistency and was suitable for the study.

Data Collection Procedure

Ethical approval for the study was obtained from the Health Research Ethics Committee of Federal Medical Center Yenagoa. Permission was also

obtained from the Head of the Health Information Management Department before the distribution of the questionnaires.

Respondents were informed about the objectives of the study and assured that their responses would be treated with confidentiality. Participation was voluntary, and informed consent was obtained from all participants before the questionnaires were administered.

The questionnaires were distributed directly to all 81 HIM personnel within the department, and respondents were given adequate time to complete them. The data collection process lasted four weeks, during which reminders were provided to encourage full participation and ensure a high response rate.

Data Analysis

The completed questionnaires were coded and entered into Statistical Package for Social Sciences (SPSS) version 27 for analysis. Descriptive statistical techniques such as frequencies, percentages, mean scores, and standard deviations were used to summarize the demographic characteristics of respondents and their attitudes, awareness, perceptions, and challenges regarding IT use in health information management practice.

The results were presented in tables to enhance clarity and facilitate interpretation. In addition, cross-tabulation analysis was conducted to explore possible relationships between demographic variables (such as age, educational level, and years of experience) and respondents' attitudes and perceptions toward information technology (Olatunji et al., 2021, pp. 79–82).

RESULTS OF THE STUDY

Out of the 81 questionnaires distributed to HIM personnel at Federal Medical Center Yenagoa, 76 completed questionnaires were returned, representing a response rate of 93.8%. The results are presented in the following tables.

Table 1: *Demographic Characteristics of Respondents (N = 76)*

Variable	Category	Frequency	Percentage
Age	20–24	12	15.8
	25–40	45	59.2
	41–60	19	25.0
Gender	Male	34	44.7
	Female	42	55.3
Education Level	Diploma	21	27.6
	Bachelor's Degree	47	61.9
	Postgraduate Degree	8	10.5
Years of Experience	1–5	35	46.1
	6–10	26	34.2
	10+	15	19.7

Table 2: *Awareness of IT Applications among HIM Personnel (N = 76)*

IT Application	Familiar (%)	Frequently Used (%)	Rarely Used (%)
Electronic Health Records	93.4	76.3	17.1
Hospital Information Systems	89.5	71.1	18.4
Digital Reporting Tools	81.6	63.2	18.4
Data Analytics Platforms	67.1	47.4	19.7
Telemedicine Platforms	56.6	36.8	19.7

Table 3: Attitudes Toward IT Use (N = 76)

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
IT simplifies my workflow	42.1%	36.8%	11.8%	6.6%	2.6%
IT improves data accuracy	47.4%	35.5%	9.2%	5.3%	2.6%
IT enhances professional relevance	38.2%	35.5%	15.8%	7.9%	2.6%
I am open to adopting new IT tools	46.1%	34.2%	10.5%	6.6%	2.6%

Table 4: Perceptions of IT Usefulness and Efficiency (N = 76)

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
IT improves data quality	44.7%	36.8%	9.2%	6.6%	2.6%
IT supports decision-making	40.8%	34.2%	13.2%	9.2%	2.6%
IT reduces manual workload	39.5%	36.8%	14.5%	6.6%	2.6%
User-friendly systems encourage use	46.1%	32.9%	11.8%	6.6%	2.6%

Table 5: Challenges Affecting IT Application (N = 76)

Challenge	Frequency	Percentage
Limited training opportunities	54	71.1
Inadequate infrastructure	49	64.5
Insufficient technical support	46	60.5
Frequent system downtime	42	55.3
Lack of user involvement in system design	38	50.0

Table 6: Readiness to Adopt IT Systems (N = 76)

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Willing to adopt IT if support is provided	51.3%	28.9%	10.5%	5.3%	3.9%
Continuous training improves IT use	53.9%	27.6%	9.2%	5.3%	3.9%
Better infrastructure improves confidence	50.0%	31.6%	10.5%	5.3%	2.6%

Summary of Findings

The study revealed that Health Information Management (HIM) personnel demonstrated a high level of awareness of information technology applications used in healthcare, particularly electronic health records and hospital information systems.

The findings further showed that respondents generally maintained positive attitudes toward the use of information technology, especially in relation to its ability to improve work efficiency, enhance the accuracy of health records, and strengthen the professional relevance of health information management practice.

It was also observed that most respondents perceived information technology as a useful and efficient tool for managing health information, although this perception appeared slightly lower in areas where technological infrastructure was limited.

The study identified several challenges affecting the effective use of information technology within the institution. These challenges include inadequate training opportunities, insufficient technological infrastructure, limited technical support, and occasional system downtime.

Notwithstanding these challenges, the majority of respondents indicated a strong willingness to adopt and utilize information technology systems more extensively if adequate training, improved infrastructure, and stronger institutional support were provided.

Discussion of findings

The findings of this study provide important insights into the attitudes and perceptions of Health Information Management (HIM) personnel toward the application of Information Technology at Federal Medical Center (FMC) Yenagoa. The results indicate that most HIM professionals demonstrate a generally positive disposition toward the use of digital technologies in managing health information. This outcome reflects the growing recognition among health information professionals that information technology plays a crucial role in improving healthcare documentation, accuracy of patient records, and efficiency of information management processes.

The demographic results reveal that the HIM workforce at FMC Yenagoa is relatively young, with a majority of respondents falling within the 25–40 years age group. A workforce dominated by younger professionals often demonstrates greater adaptability to technological innovation and higher levels of digital literacy. This observation is consistent with earlier findings that younger health professionals tend to adopt digital health tools more readily due to greater exposure to modern technology during their education and professional training (Mensah et al., 2020, pp. 46–48). The educational background of the respondents further supports this interpretation, as most of the HIM personnel possessed at least a bachelor's degree, which may contribute to their capacity to understand and utilize modern health information systems.

With respect to awareness of information technology applications, the results show that HIM personnel at FMC Yenagoa demonstrate high familiarity with major health information systems such as Electronic Health Records (EHR) and Hospital Information Systems (HIS). This level of awareness suggests that digital health technologies are gradually becoming an integral component of health information management practice within the institution. Similar findings have been reported in other healthcare facilities where the introduction of digital health technologies has significantly increased professional awareness and competence in managing electronic patient records (Ojo et al., 2021, pp. 215–217). However, the comparatively lower familiarity with advanced tools such as data analytics platforms and telemedicine systems suggests that exposure to more specialized digital technologies remains limited.

The study also revealed generally positive attitudes toward the use of information technology among HIM personnel. Most respondents agreed that IT simplifies workflow, improves data accuracy, and enhances the relevance of their professional roles. These perceptions are consistent with the broader literature on technology adoption in healthcare, which highlights perceived usefulness as one of the strongest predictors of technology acceptance among professionals (Al-Samarraie et al., 2021, pp. 101–104). When professionals perceive that technology improves the efficiency and quality of their work, they are more likely to embrace its adoption.

Similarly, respondents expressed favorable perceptions regarding the usefulness and efficiency of IT in health information management practice. Many respondents agreed that digital systems improve the quality of health data, reduce manual workload, and facilitate faster access to patient information. These benefits are widely acknowledged in health informatics research, where electronic information systems have been shown to improve clinical decision-making and reduce documentation errors (Zhang & Chen, 2021, pp. 88–90).

Despite these positive perceptions, the study also identified several challenges affecting the effective utilization of information technology at FMC Yenagoa. Limited training opportunities emerged as the most frequently reported challenge among respondents. This finding suggests that while HIM personnel are willing to adopt digital technologies, insufficient professional training may limit their ability to use these systems effectively. Previous studies have emphasized that continuous training and professional development are essential for successful IT implementation in healthcare institutions (Adepoju et al., 2022, pp. 118–121).

In addition to training limitations, infrastructural constraints such as unreliable power supply, inadequate computer systems, and limited internet connectivity were identified as significant barriers.

These challenges are common in many healthcare institutions within developing countries and often hinder the full realization of digital health initiatives (Okeke et al., 2022, pp. 144–146). Furthermore, insufficient technical support and occasional system downtime were reported as factors that reduce user confidence in digital systems.

Another important finding of the study is the high level of readiness among HIM personnel to adopt information technology if adequate institutional support is provided. Most respondents indicated that they would be willing to fully utilize IT systems if continuous training, improved infrastructure, and reliable technical support were available. This result suggests that the major barriers to IT adoption are not primarily attitudinal but structural and institutional.

Overall, the findings indicate that HIM personnel at FMC Yenagoa recognize the value of information technology and are prepared to integrate digital tools into their professional practice. However, the sustainability of IT adoption depends largely on the availability of adequate infrastructure, training opportunities, and institutional support mechanisms.

CONCLUSION

This study examined the attitudes and perceptions of Health Information Management (HIM) personnel toward the application of Information Technology in HIM practice. The findings indicate that HIM personnel are generally receptive to IT adoption and recognize its potential to improve workflow efficiency, enhance data accuracy, support timely decision-making, and strengthen professional relevance. The positive attitudes and favorable perceptions observed suggest that HIM personnel are motivated to integrate digital tools into their daily practice when these tools are perceived as useful, efficient, and supportive of their professional responsibilities.

However, the study also highlights persistent systemic challenges that constrain effective IT utilization. Limited training opportunities, inadequate infrastructure, insufficient technical support, and occasional system downtime were identified as significant barriers to sustained adoption. These challenges suggest that IT implementation cannot succeed through investment in technology alone; it requires complementary human and organizational support systems. Without adequate capacity-building, reliable infrastructure, and ongoing technical assistance, the benefits of IT may remain unrealized, and adoption may be inconsistent across different health institutions. The study further demonstrates that HIM personnel are ready and willing to adopt IT-based systems when institutional support is provided. This readiness reflects the potential for successful IT integration, provided that strategies address both technological and human factors. The results reinforce the importance of user-centered approaches, such as participatory system design, continuous professional development, and feedback mechanisms that ensure systems are aligned with users' needs and professional roles. Finally, maximizing the benefits of IT in Health Information Management practice requires a holistic approach that combines investment in technology with targeted training, infrastructure development, and organizational support. By addressing these challenges, healthcare institutions can enhance the efficiency, accuracy, and sustainability of health information management, ultimately contributing to improved healthcare delivery and outcomes.

RECOMMENDATIONS

As a result of the findings of this study, the following recommendations are proposed:

1. ***Continuous Professional Training:*** Healthcare administrators at FMC Yenagoa should organize regular training programs for HIM personnel on the use of emerging health information technologies. Such training should include practical sessions on electronic health record systems, digital data management, and information security practices.
2. ***Improvement of ICT Infrastructure:*** There is a need for improved technological infrastructure within the facility. This includes stable electricity supply, reliable internet connectivity, adequate computer systems, and updated health information software. Strengthening infrastructure will enhance the efficiency and reliability of digital health systems.

3. ***Establishment of Technical Support Units:*** The hospital management should establish a dedicated technical support unit responsible for maintaining IT systems and providing assistance to HIM personnel when technical challenges arise. Prompt technical support will improve user confidence and reduce system downtime.
4. ***Involvement of HIM Personnel in System Implementation:*** Health Information Management professionals should be actively involved in the planning, selection, and implementation of digital health systems within the institution. Their professional knowledge and practical experience can help ensure that technological solutions align with real workflow needs.
5. ***Promotion of Digital Literacy and Innovation:*** Healthcare institutions should encourage a culture of continuous learning and innovation among HIM personnel. Workshops, seminars, and professional conferences on health informatics should be promoted to enhance knowledge and encourage innovation in health information management practice.

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CONFLICT OF INTEREST

No conflict of interest was declared.

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