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# A Framework for Co-alignment of Doctor's Performance and Computer Mediated Characteristics in Hospitals: Task and Technology Fit Perspective

**Alfred Coleman**

*School of Computing, University of South Africa, South Africa*
*Telephone: +27116749108, E-mail: colema@unisa.ac.za*

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**ABSTRACT** The evaluation of healthcare service task and how technology (computer mediated tools) support the delivery of such services in rural hospitals is of great concern to doctors at the point of healthcare servicedelivery. The study investigated the relevant set of healthcare service tasks rendered by the doctors in remote areas in South Africa and assessed how computer-mediated technology support users (doctors) to communicate with experienced or specialist doctors for professional advice using Task-Technology Fit Perspective. The case study approach was used. Participants were selected from a population group of doctors. Semi-structured, open-ended interview questions were used to gather evidences from the participants regarding the different task doctors perform, how do they communicate with their counterparts using computer mediated tools and how these tools fit and support the task and vice versa. The findings revealed that "time critical tasks, information dependent task and mobility task were not supported by the characteristics of computer mediated technology available in the hospitals. Thefindings leaded to a proposal of "Fit Task Technology Framework (FTTF). The FTTF is to co-aligndoctors' tasks with technology (computer mediated tools). The proposed framework of FTTF will lead to high work performance of doctors, which will intend produce satisfaction to the doctors. Besides, the FTTF as a framework will underpin the assessment of doctors task and supportive communication technologies in other hospitals and healthcare institutions