

## Using a Virtual ICT Training Framework to Support Doctors in Rural Hospitals in South Africa

Alfred Coleman

*School of Computing, University of South Africa, South Africa*  
*Telephone/ Mobile: 0027124296395/0027731370859, E-mail: colema@unisa.ac.za*

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**ABSTRACT** This paper investigated how ICT skill levels of doctors deployed to rural hospitals contribute to effective usage of computer-mediated tools in hospitals in South Africa. A case study approach was used. Participants were selected from a population group of doctors. Ten doctors were selected from ten government-owned hospitals for interviews. Data was collected using semi-structured open ended interview questions. Doctors were asked to rate their knowledge on computer and e-health skill and indicate if they need training. The findings revealed that majority of the doctors in rural hospitals (n=75%) are computer illiterate. When those with computer skills were asked to rate their knowledge in computer usage, 46% said they were novice, 42% were average and only 12% stated that they were experienced. The results led to a proposed virtual *ICT training framework* to provide basic ICT training through virtual tutoring to support doctors in rural hospitals.