

Challenges of Information Systems Strategy Implementation in Public Hospitals: A South African Experience

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ABSTRACT:

Information Systems (IS) strategizing research conducted mostly in the private sector setting indicates that there are many challenges to the implementation of Information Systems strategy and that there is need for further research on this phenomenon in the healthcare sector. Building on previous IS strategizing research we explored the challenges of Information Systems strategy implementation. We then explored the challenges of IS strategy implementation in public hospitals in developing countries, using a province of South Africa as a case. Semi-structured interviews and meeting proceedings were the sources of collected data. We used IS strategizing theory to guide the thematic analysis of the collected data. Our findings indicate that the challenges of IS strategy implementation in a public hospital environment in developing countries are complex and context-bound, although similar to the general IS strategy implementation challenges found in literature. This paper thus contextualises IS strategy implementation in the public health sector of developing countries - a complex environment which differs from the traditional corporate environment, where much IS strategy implementation research has been conducted.