



**International Journal of Biology, Pharmacy  
and Allied Sciences (IJBPAS)**

*'A Bridge Between Laboratory and Reader'*

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**EVALUATING THE RELATION BETWEEN INFORMATIONAL LITERACY AND  
THE ABILITY TO WORK WITH INFORMATIONAL SYSTEMS IN KERMAN POST  
OFFICE EMPLOYEES**

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**ABSTRACT**

This essay targets to identify the relation between informational literacy and the ability to work with the informational systems in Kerman post office employees. The statistic community of the research includes all employees of Kerman post office. The sample size is 320 people and was conducted by simple random sampling. For gathering data a 22 question informational literacy questionnaire (Farrokh Zadiyan 2012) and the ability of working with informational systems in 5 items Likert scale, has been used and the questionnaires stability by Alpha Koronbakh is estimated 0/93 and 0/97. For data analyzing, multi-dimensional Pearson and Regression correlation coefficient has been used. According to the research findings, there is a direct and significant relation between informational knowledge and the ability of working with informational systems in Kerman post office employees and also there is a direct and significant relation between informational knowledge dimensions and the ability of working with informational systems in Kerman post office employees.

**Keywords: Informational literacy, ability to work, Kerman post office employees**

## INTRODUCTION

In recent years the three categories of information, technology and information systems is growing with an increasing speed will. Nowadays, due to the complexity and magnitude of systems, analysis, designing and implementing large, complex and efficient systems without methodology help.

Unfortunately in our country less attention has been paid to these issues and although informational systems existence is tangible but there is little normative approach with analysis, designing process and performing such systems. Such a loss in addition to waste of funds creates a kind of distrust and cynical towards the principle of these kinds of systems.

Information systems have been the interest focus of managers and organizations in industrial countries since years ago. In Iran also in recent years, these systems have been the focus of managers' attention. Informational systems not only simplify and guarantee the operation in different units by deleting repeated operations, but with delivering classified and analyzed information, support the managers and employees for planning and in time decision making. (Mack Looeed, translated by Jamshidiyan, 2010:138)

Due to the high cost of creating information systems in industrial and service organizations, decision makers and implementers and researchers always tend to evaluate the success of this investments, the implementers want to evaluate the value of investments in information technology and finding the problems and obstacles in the work and take corrective actions. There are different variables effective on informational systems' success. One of these variables which plays more important and effective role in organizations in relation with informational systems' success, is the employees' informational literacy concept. (Montazer and colleagues, 2007:112)

Information literacy as a set of skills, for identifying true information resources, accessing to them as well as the ability to use them meaningfully, is of individual capabilities. People in new world need this tool because of work nature and wide connection with the information resources and speeding up the process of informational and communicational technologies. Informational literacy is the main key for consistent learning (Parirokh, 2007:17). Employees for being able to access the necessary information should come to know the research and information tools. Lack of information literacy

between employees, results in unsuccessful usage of resources. For having information literacy, the individual should be able to recognize when he (she) needs the information, evaluate, transform and effective usage of his necessary information (Ghasemi, 2004:153).

21st century community is a learning society and survival necessity in such a society, is being equipped with learning tools (Karisi Dapa, 2004: 34), as the acquiring knowledge process and the way of looking at information and its acquiring skills is of the most basic factors in information society. It is obvious that today with the increasing volume of information, accessing to necessary information among the heaps of information, requires certain skills which have been interpreted to information literacy. Those who lack this ability, are always dangling in massive Ocean of information (Batsetani, 2004:84) That's why information literacy is assumed as the core of 21st century learners` Community.(Karisi Dapa, 2004: 34).

The important information system application is helping managers and employees in solving problems and taking appropriate decisions. In fact the information system role is to collect, classify, renewing, analyzing and handling necessary information for employees in fields related to the activities of organization

including competitors, environmental conditions, fellows, sellers, labor force, capital resources and ....(Aref Negad and colleagues, 2012:94).

Martiner(2000) has classified information systems' usage in 4 wide groups according to the targets they are used:

- 1- Applying information systems in administrative affairs
- 2- Applying information systems in communications
- 3- Applying information systems in decision making
- 4- Applying information systems in planning (Sarrafzadeh, 2004:6)

Poor Naghi and Abazari (2008) research showed that at Tehran university and Tarbiat modarres University, employees information literacy level is relatively high, in Iran University of medical sciences the staffs` information literacy level is not so much, at Shahid Beheshti University of medical sciences the staff`s information literacy is high and within Shahid beheshti University the level of information literacy is calculated as high according to statements obtained from staff which shows the staffs relatively information literacy and Nik Poor and colleagues research( 2011) between Kerman city employees showed that there is a significant relationship between employees`

information literacy and its standards and organizational effectiveness.

In another research, Hassan Zadeh (2004) concluded that the organizations in current era to upgrade their staffs` efficiency need a new kind of literacy (work literacy with information). Work literacy accompanying with information is information utilization and analysis knowledge. Bronski and colleagues(2004) in a study among the European union country Member, concluded that in spite of relative cultural similarities between the people, because of language difference, the rate of availability to information technology usage by the society and also the differences appliances of each citizen in the information technology acts, these communities ` information literacy model is different and although these countries` information literacy models are similar between 70 to 83 percent, but that level of difference between these models causes complete effectiveness of each these models in societies.

It should be noted that in today's world many of basic and vital activities required for the society is being done by organizations. In other words we can say that the society progress and survival, is the organizations `effective performance function and today`s society can be termed as corporate society.

Of the most important factors in achieving progress and improvement are the organizations which can apply existing information systems in new world. (Sadeghi and Fathi, 2002: 56).

According to the contents of the survey mentioned, this research is performed to answer this question that whether there is a significant relationship between information literacy and the ability to work with information systems in Kerman City Post Office employees?

### **RESEARCH METHODS**

This research is a descriptive of correlative. The statistic community of the research includes all employees of Kerman post office. The sample size is 320 people and was conducted by simple random sampling. For gathering data a 22 question informational literacy questionnaire (Farrokh Zadiyan 2012) and the ability of working with informational systems in 5 items Likert scale, has been used and the questionnaires stability by Alpha Koronbakh is estimated 0/93 and 0/97. For data analyzing, **spss** software and multi-dimensional Pearson and Regression correlation coefficient has been used.

### **RESULTS**

According to conducted investigations, between studied staff 97 people (30/3%) were female and 223 people (69/6 per cent) are

men and 116 people (36/2%) with less than 10 years of work experience, 161 people (50/3%) were between 10 to 20 years old, and 43 people (34/4%) more than 20 years old.

### 1. There is a significant relation between information literacy and the ability to work with information systems in Kerman post office employees

Analysis of the data, using the correlation test shows that correlation coefficient between information literacy and the ability to work with information systems by staff equals to 0/394 with  $-p$  value (significantly) is 0/001, which is less than significant level of  $\alpha=0/05$ , and as a result there is a positive and significant relation between information literacy and the ability to work with information systems by staff.

Analysis of the data, using the correlation test shows that correlation coefficient between printed information resources, electronic and human resources and the ability to work with information systems by staff equals to 0/507, 0/403 and 0/409 with  $-p$  value (significantly) are 0/001, and as a result there is a significant relation between information literacy and the ability to work with information systems by staff.

To evaluate the linear relationship between the provided variable dimensions (independent variable) and the standard variable (the dependent variable) multiple regression with sync method is used.

### 2. There is a relation between the information literacy and working with information systems dimensions in Kerman post office staff

Table1: Pearson correlation coefficient amount relating to the relationship between information literacy and the ability to work with information systems in Kerman City Post Office employees

Test	Ability to work with information systems			
	Pearson correlation coefficient	significant	Relationship	Relation kind
Information literacy	0/394	0/001	yes	direct

Table2: The correlation coefficient amount related to the relation between information literacy and ability to work with information systems dimensions by the staff

Standard variable	test	Correlation coefficient	significant
	pre variables		
Ability to work with information systems	Printed information resources	0/507	0/001
	Electronic information resources	0/403	0/001
	Human information systems	0/409	0/001

Table3: Regression model efficiencies

Provident variables	Non-standardized Standardized		$R^2_{(adj)}$	R
	Coefficient	coefficient		

	B standard						
	Coefficient	error	Beta	t	p		
Fix							
Printed resources	41/381	5/358		7/723	0/001	0/541	0/274
Electronic resources	1/336	0/351	0/349	3/809	* 0/001		
Human resources							
	0/746	0/362	0/178	2/06	* 0/041		
	0/511	0/471	0/105	1/085	0/279		

Standard variable: Dependent variable in significant level of 0/05; Provident: Information literacy dimensions  
Standard variable: The ability to work with information systems

According to the amount of t variable for printed information resources and electronic information sources variable that is 3/809 and 2/06 with the significant level of 0/001 and 0/041, so the ability to work with information systems according to print and electronic information resources is different, and considering the amount of  $\beta$  for electronic information resources and printing information resources for employees is respectively 0/349 and 0/178, it can be said with electronic information resources and printed information resources the staff ability to work with information systems can be predicted, but with human information resources the ability of working with information systems cannot be predicted significantly as their significant level is more than 0/05 and the most important provident of the ability of working with information systems are randomly: employees' printed information resources and electronic information resources.

## CONCLUSION

Information literacy is about the individuals' ability for effective performance in an informational society. This requires critical thinking, awareness of personal and professional ethics, information evaluation, information needs, organized information, cross-communication with career information and create effective information application in problem solving, decision making and research. That is process based on information on the nature of training organizations and the need for support by the technology underpinning.

Analysis of the data through the Pearson test shows that there is a significant relation between information literacy and the ability to work with information systems between employees and as far as employees' information literacy increases, their ability to work with information systems increases too. These findings are in accordance with the Hasan Zadeh (2004) findings which showed the organizations in present era need new

literacy for upgrading their employees` efficiency.

Also analysis of the data through the Pearson test shows that there is a significant relation between information literacy and the ability to work with information systems dimensions between employees and as far as employees` information literacy dimensions increases, their ability to work with information systems increases too and in table Regression model efficiencies it is showed that with printed and electronic information resources of employees the ability to work with information systems can be predicted . These findings are in accordance with the Poornaghi and Abazari (2008) , Nik Poor and colleagues( 2011) and Hassan zadeh (2004), Bronski and colleagues(2004) findings.

The ability to determine the extent and nature of required information plays an important role in strengthening the work with information systems. The ability to determine the extent and nature of information in the form of the skills such as printed sources of information, the ability to use existing sources of information and the ability to combine existing information is defined with previous experiences and thoughts. The ability in using advanced electronic research resources makes a person to achieve new information because the magazines and up to date information of

the world, in the field of economy and business are available in e-research resources and specialized sites. Having these skills, help the individual adapting with the situations and decision making about their economic activities, the ability to combine information with previous information also enables the individual makes decision by knowledge about economic situation and his career and previous obtained knowledge and information and combining these knowledge with the understanding of economic world new changes.

These information skills will never rise to spontaneously, but necessary trainings are needed for the growth of these skills in the staff, and through the process of teaching and learning such skills are introduced. The staff in way of controlling the information, are trained not only about the results of the study, but with learning the learning process itself, learn what is necessary in a problem-solving and approach-oriented study.

To promote information literacy, information sites, using updated information and holding workshops are on next grade importance. To resolve the problem of holding workshops, training by information literacy teachers, training through the librarian and holding training courses has been proposed.

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