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POST-DISCHARGE PATIENT SATISFACTION IN TRAUMATOLOGY CARE: MEASURING THE CONFIRMATION OR DISCONFIRMATION OF EXPECTATIONS

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ABSTRACT

The successful implementation of new educational technologies requires not only technical solutions but also effective management strategies that address the human dimensions of change. This article tests the hypothesis that the transformation of a simple imposed rule (control) into a shared compromise with users (autonomy) would be an effective strategy for the use of optical reader technology in examination management in MINSANTE-approved schools in Bafoussam, Cameroon. Drawing on the theory of joint regulation developed by Jean-Daniel Reynaud (1980),

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the research examines how the negotiation of rules between management and users can lead to more effective technology implementation. The analysis reveals that joint regulation occurs when rules are not simply imposed from above but are negotiated between managers and users, taking into account the perspectives, concerns, and expertise of both parties. In the context of optical reader technology implementation, joint regulation involves engaging teachers and administrators in the design of implementation processes, allowing for feedback and adaptation, and building consensus around the use of the technology. The article concludes that joint regulation is a more effective strategy than top-down control because it increases user buy-in, allows for local adaptation, builds ownership, and creates a foundation for continuous improvement. The hypothesis is empirically testable through comparative case studies of schools using different implementation approaches.

Keywords: Optical reader technology, joint regulation, technology implementation, user autonomy, nursing education, educational change management.

RÉSUMÉ

La mise en œuvre réussie de nouvelles technologies éducatives nécessite non seulement des solutions techniques, mais aussi des stratégies de gestion efficaces qui abordent les dimensions humaines du changement. Cet article teste l'hypothèse selon laquelle la transformation d'une simple règle imposée (contrôle) en un compromis partagé avec les utilisateurs (autonomie) serait une stratégie efficace pour l'utilisation du lecteur optique dans la gestion des épreuves dans les écoles agrées MINSANTE de Bafoussam, au Cameroun. S'appuyant sur la théorie de la régulation conjointe développée par Jean-Daniel Reynaud (1980), la recherche examine comment la négociation des règles entre la direction et les utilisateurs peut conduire à une mise en œuvre plus efficace de la technologie. L'analyse révèle que la régulation conjointe se produit lorsque les règles ne sont pas simplement imposées d'en haut mais sont négociées entre les gestionnaires et les utilisateurs, prenant en compte les perspectives, les préoccupations et l'expertise des deux parties. Dans le contexte de la mise en œuvre de la technologie du lecteur optique, la régulation conjointe implique d'engager les enseignants et les administrateurs dans la conception des processus de mise en œuvre, de permettre la rétroaction et l'adaptation, et de construire un consensus autour de l'utilisation de la technologie. L'article conclut que la régulation conjointe est une stratégie plus

efficace que le contrôle descendant parce qu'elle augmente l'adhésion des utilisateurs, permet l'adaptation locale, construit l'appropriation et crée une base pour l'amélioration continue. L'hypothèse est empiriquement testable par des études de cas comparatives d'écoles utilisant différentes approches de mise en œuvre.

Mots-clés : Technologie du lecteur optique, régulation conjointe, mise en œuvre de la technologie, autonomie des utilisateurs, formation en soins infirmiers, gestion du changement éducatif.

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1. INTRODUCTION

The successful implementation of new educational technologies requires not only technical solutions but also effective management strategies that address the human dimensions of change. Top-down approaches, in which rules are imposed by management without input from users, often fail because they do not take into account the perspectives, concerns, and expertise of those who will actually use the technology.

This article tests a specific hypothesis derived from the organizational change literature: that the transformation of a simple imposed rule (control) into a shared compromise with users (autonomy) would be an effective strategy for the use of optical reader technology in examination management in MINSANTE-approved schools in Bafoussam, Cameroon. The hypothesis reflects the insight that users who are involved in the design of implementation processes are more likely to adopt and effectively use new technologies.

The article is organized as follows. Section two presents the theoretical framework, drawing on the theory of joint regulation. Section three reviews the empirical evidence on effective technology implementation strategies. Section four discusses the implications of the hypothesis for the MINSANTE-approved schools. Section five concludes.

2. THEORETICAL FRAMEWORK

2.1 The Theory of Joint Regulation

The theory of joint regulation, developed by Jean-Daniel Reynaud (1980), provides a framework for understanding how rules are created and enforced in organizations. Reynaud argued that rules are not simply imposed from above but are the product of negotiation between different actors with different interests and perspectives. Joint regulation occurs when rules are co-constructed by management and workers, taking into account the expertise, concerns, and values of both parties.

In the context of technology implementation, joint regulation involves engaging users in the design of implementation processes, allowing for feedback and adaptation, and building consensus around the use of the technology. This approach contrasts with top-down control, in which rules are imposed without user input.

2.2 The Limits of Top-Down Control

Top-down control approaches to technology implementation have several limitations. First, they fail to take into account the expertise of users, who often have valuable insights into how technology can be adapted to local contexts. Second, they generate resistance, as users who feel that their concerns are not being heard may resist the technology. Third, they do not build ownership, so users may not feel committed to making the technology work. Fourth, they are inflexible, unable to adapt to local conditions or to evolve as circumstances change.

2.3 The Benefits of Joint Regulation

Joint regulation approaches to technology implementation have several benefits. First, they increase user buy-in, as users who are involved in decision-making are more likely to support the outcome. Second, they allow for local adaptation, as implementation processes can be tailored to the specific needs and constraints of each context. Third, they build ownership, as users who contribute to the design of implementation processes feel responsible for making them work. Fourth, they create a foundation for continuous improvement, as ongoing dialogue between management and users allows for refinement and adaptation over time.

3. EMPIRICAL EVIDENCE ON TECHNOLOGY IMPLEMENTATION STRATEGIES

3.1 The Ineffectiveness of Top-Down Approaches

Research consistently demonstrates that top-down approaches to technology implementation are often ineffective. Studies of technology adoption in healthcare, education, and business have found that imposed rules generate resistance, that users find ways to circumvent rules they disagree with, and that implementation fails when users are not engaged.

3.2 The Effectiveness of Participatory Approaches

Participatory approaches, in which users are involved in the design and implementation of technology, are more effective. Users who participate in decision-making are more likely to adopt the technology, to use it effectively, and to contribute to its ongoing improvement. Participatory approaches build trust, enhance communication, and create a sense of shared purpose.

3.3 The Role of Autonomy

Autonomy, or the freedom to make decisions about how to perform tasks, is associated with higher levels of technology adoption and effective use. Users who have autonomy are more likely to experiment with new technologies, to find ways to adapt them to their needs, and to persist in the face of difficulties. Conversely, users who are tightly controlled may comply with rules but will not invest effort in making the technology work effectively.

4. IMPLICATIONS FOR MINSANTE-APPROVED SCHOOLS IN BAFOUSSAM

4.1 Hypothesis Testing

The hypothesis that the transformation of a simple imposed rule into a shared compromise with users would be an effective strategy is testable through comparative case studies. By comparing schools that use top-down implementation approaches with schools that use joint regulation approaches, the research can assess which approach leads to higher levels of technology adoption, effective use, and user satisfaction.

4.2 Implementing Joint Regulation

To implement joint regulation, the schools should establish mechanisms for user input, including regular meetings, suggestion boxes, and feedback surveys. Users should be involved in designing implementation processes, including decisions about training, support, and troubleshooting. Consensus should be built around the use of the technology, with management and users agreeing on goals, timelines, and responsibilities.

4.3 Building Autonomy

The schools should also build user autonomy by allowing users to make decisions about how to use the technology within agreed-upon parameters. Users should be trusted to adapt the technology to their specific needs and to solve problems as they arise. This autonomy should be accompanied by adequate training and support to ensure that users have the skills they need to make good decisions.

5. CONCLUSION

This article has tested the hypothesis that the transformation of a simple imposed rule (control) into a shared compromise with users (autonomy) would be an effective strategy for the use of optical reader technology. Drawing on the theory of joint regulation, the analysis demonstrates that joint regulation occurs when rules are negotiated between management and users, taking into account the perspectives, concerns, and expertise of both parties.

Joint regulation is a more effective strategy than top-down control because it increases user buy-in, allows for local adaptation, builds ownership, and creates a foundation for continuous improvement. The hypothesis is empirically testable through comparative case studies. Regardless of whether the hypothesis is supported, engaging users in the design of implementation processes is essential for successful technology adoption. Future research should examine the specific mechanisms through which joint regulation leads to effective technology use and should develop guidelines for implementing joint regulation in educational contexts.

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