



## Intellectual Capital Evaluation among Nursing Staff

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### Abstract

Nowadays, development of intellectual capital is one of the key factors in improvement of business processes and organization's success. The reason is that creating processes for acquiring value through knowledge is one of the most important functions of intellectual capital management. This is why that the present study was aimed to study the intellectual capital among nursing staff. This study is a descriptive-correlation research. The statistical population consists of the nursing staff of Social Security Hospital of Zahedan. A sample of 132 employees was selected randomly from this population and responded to the intellectual capital questionnaire. Reliability of the questionnaire has been examined through Cronbachs' Alpha coefficient. Also the questionnaire was reviewed and modified by academic experts and professors for ensuring its validity. The main statistical methods that have been used for analyzing the research data and testing the hypotheses were the t test, Pearson correlation and Friedman. The results indicate that firstly, intellectual capital and its components (human capital, structural capital and customer capital) are in good condition and secondly, all the relationships between intellectual capital and its components are significantly positive and finally, according to the views of respondents, the components of intellectual capital do not have identical importance and human capital has the highest priority. According to the findings and relationships between study variables, intellectual capital and its components are of great importance, therefore, in organizational analysis, health system managers and administrators must consider these variables.

**Keywords:** customer capital, human capital, nursing staff, structural capital.

### Introduction

In the industrial period, price of the raw materials, machines and equipment, and facilities is considered in very organization as an efficient component. Whilst, it is the efficient use of intellectual capital that determines success or failure of the organization. Despite the importance of