

HEALTH STAFF MOTIVATION AS CRUCIAL ELEMENT OF HEALTHCARE REFORM

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Abstract

The goal of the study is to measure impact of financing mechanism of health centers (HC) articulated in HII policy in function of human resource performance.

Materials and Metodology: This is a cross sectional study by targeting health centers, family doctors and nurses employed in selected health centers. There were involved a total of 736 health personnel out of 8236 working in primary health sector from 52 HC by having response rate 98%. The objective will be reached through measurement of 3 components: I- Knowledge level of health staff about reform; II- Evolution of HC finances during 2007-2010; III- Performance of HC. Data analysis was done by using SPSS 19.0 package through Chi-square test dhe ANOVA.

Results: Most of interviewed personel claim was that they feel more safe in working place after signing employing contract. According to staff motivating principlesⁱ money are the best remuneration. Regarding this matter, seems that healthcare staff are in a way equally devided. Almost half of them (47%) responded satisfied with salary they take, meanwhile 46% were not satisfied. Medical doctors seems to be more satisfied with their salary (almost 50%) meanwhile nurses were unsatisfied (around 48%). Health staff working in rural areas (53%) were more satisfied with salary, while unsatisfied ones were those working in urban areas (53%). The majority of personel (60%) reported satisfied with fringe benefit they take twice per year. Overwhelming majority (68%) resulted they were satisfied with working condition after reform was initiated in 2007.

Disssusion: Motivating health staff mean to satisfy unmeet needs, to motivate them in order to perform better and reach organization goal. Unmeet needs incur dissatisfaction which is reflected in negative behavior and attitude, as consequence there will be tension and low productivity at working place. According to Maslow's hierarchy of needsⁱⁱ, in second level of needs is safety. People are driven by unmeet needs, and in the moment they meet them, they move on the other level of needs. According to Herzog's two-factor theoryⁱⁱⁱ, satisfaction on the job is affected by two separate and independent factors, motivators and hygiene. Among hygiene factors are: salary, job security, fringe benefits, working conditions. Job security and salary are two elements were in the center of primary healthcare reform initiated in 2007. 15% of the budget is based on measuring indicators of performance and quality, and money coming from this part is distributed to health staff as fringe benefit twice per year.

Conclusions: Based on the finding of this study and motivation theories, in order to reach organizational goal, it is needed that health staff should be safe, well payed, appreciated and satisfied with working conditions. Organziational dimension was strongly conected with signing personal employing contract between employer and employee for the very first time in health system, which brings more protection and safety in working place.

Keywords: *Health care reform, financing mechanism, human resource performamance.*

