

STAFF SATISFACTION
SURVEY
HILLCREST HOSPITAL
JUNE 2010

BY: X.J MGIBA

ACKNOWLEDGEMENTS

- Acknowledgements are given to the Registry for receiving completed questionnaires from the participants,
- Staff members that participated in the survey, for without them we would not be having staff survey report at all, and
- MS Mphande 's active participation in report writing is highly appreciated. Her contribution resulted in good survey report.

INTRODUCTION

- Staff satisfaction survey is one of the Minimum Standards of care that the health facilities are required to comply.
- A strategy used to consult with Staff members for inputs regarding their working environment
- Staff survey must be conducted at least once a year

Objectives

- To consult with staff regarding their working conditions
- Staff involvement in hospital management
- To identify challenges and take remedial action where possible

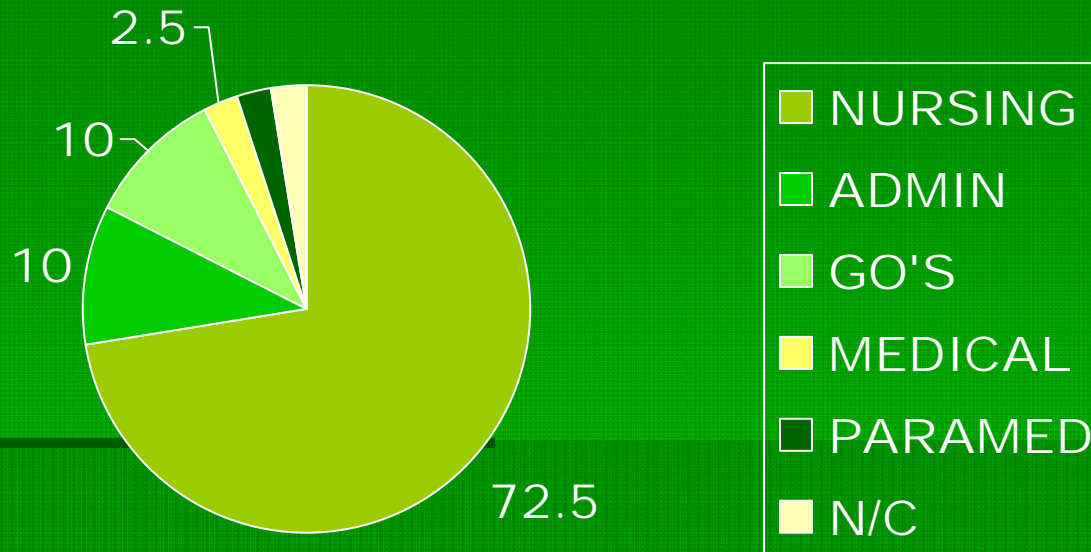
METHODOLOGY

- Staff Satisfaction Survey was conducted in April 2010 at Hillcrest Hospital.
- District Standardized questionnaires used was modified to suit the hospital.
- 82 questionnaires were issued to all the components.
- 40 completed forms were returned, data analyzed manually and here are the results

STAFF DIVISION

NURSING	72.5%
ADMINISTRATION	10%
GENERAL ORDERLIES	10%
SYSTEMS	0% -no responses returned
MAINTENANCE	0% no-responses returned
MEDICAL	2.5%
PARAMEDICAL	2.5%
NO COMMENT	2.5%

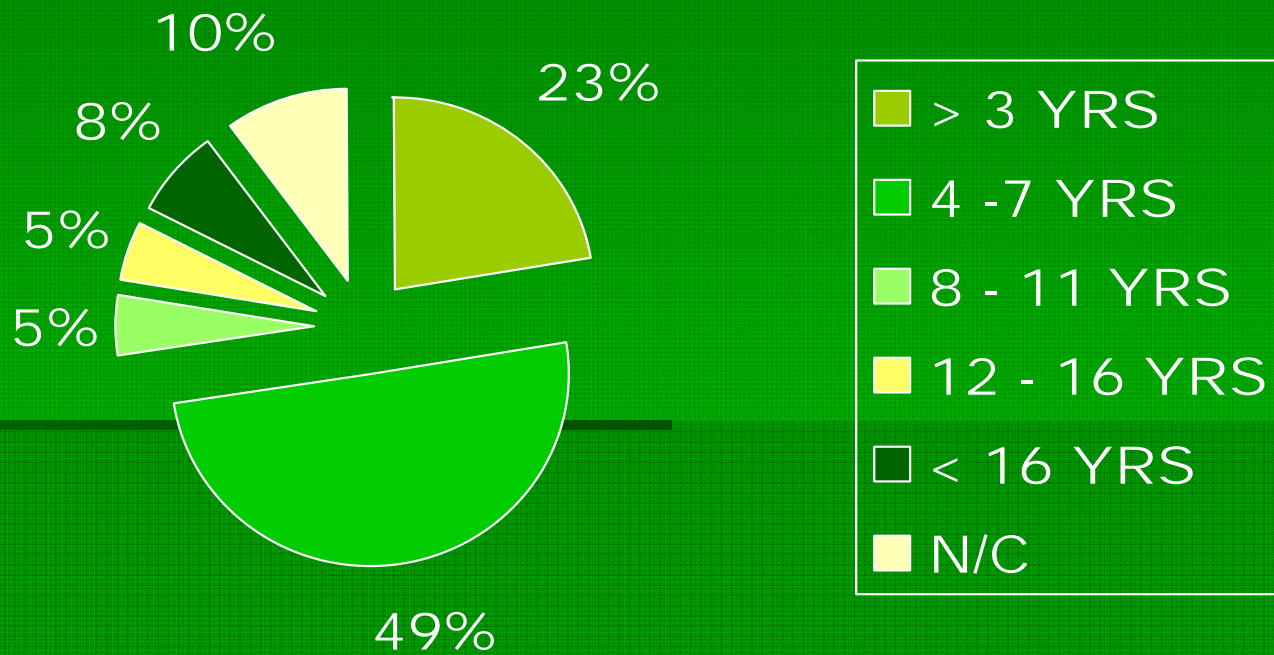
STAFF DIVISION



PERIOD OF SERVICE

LESS THAN 3 YRS	23%
4 – 7 YRS	49%
8 – 11 YRS	5%
12 – 16 YRS	5%
MORE THAN 16 YRS	8%
NO COMMENT	10%

PERIOD OF SERVICE



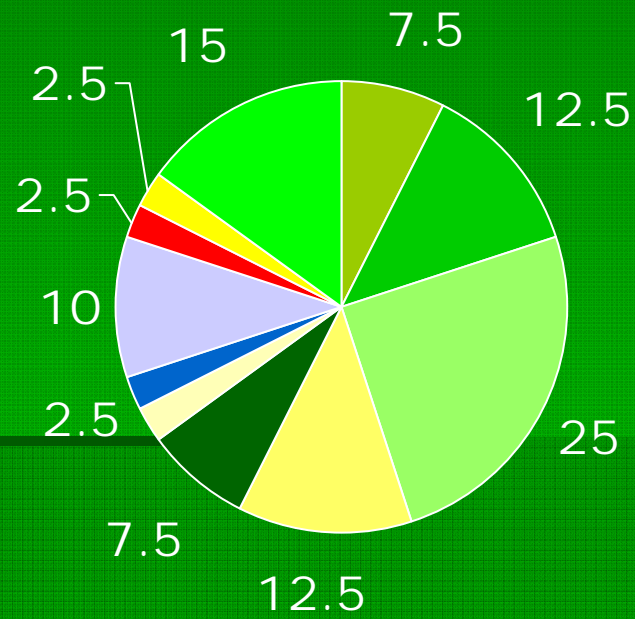
SALARY LEVELS

LEVEL 1	7.5%
LEVEL 2	12.5%
LEVEL 3	25%
LEVEL 4	12.5%
LEVEL 5	0% -no responses returned
LEVEL 6	7.5%

SALARY LEVELS CONT...

LEVEL 7	2.5%
LEVEL 8	2.5%
LEVEL 9	10%
LEVEL 10	2.5%
LEVEL 11	2.5%
NO COMMENT	15%

SALARY LEVELS



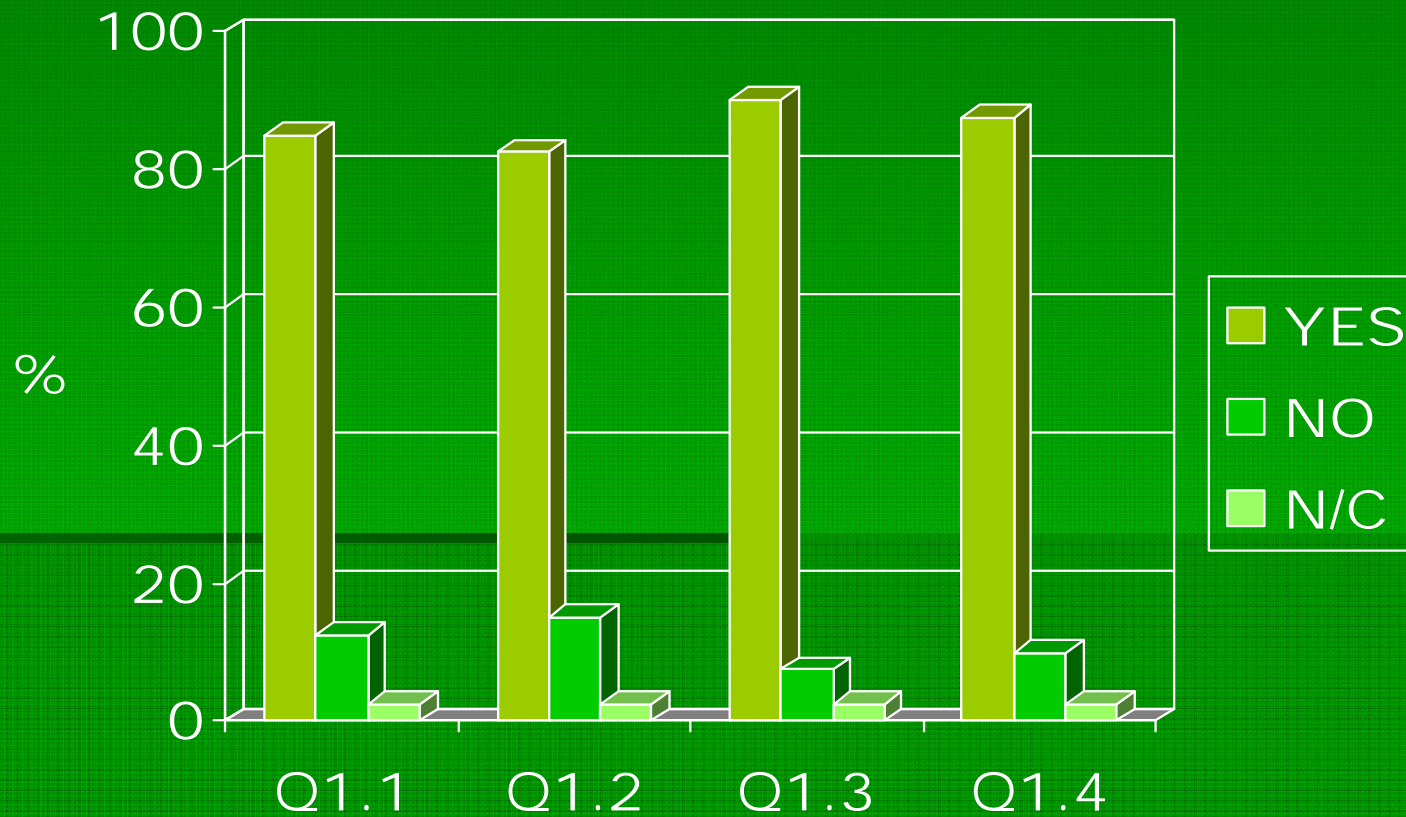
- L1
- L2
- L3
- L4
- L6
- L7
- L8
- L9
- L10
- L11
- N/C

QUESTIONS

HUMAN RESOURCE

	YES	NO	N/C	N/A
1.1. I am appropriately placed in my post	85%	12.5%	2.5%	-
1.2. I underwent orientation, induction and training specific to my job allocation	82.5%	15%	2.5%	-
1.3. I was given a job description	90%	7.5%	2.5%	-
1.4. Contents of job description were communicated	87.5	10%	2.5%	-

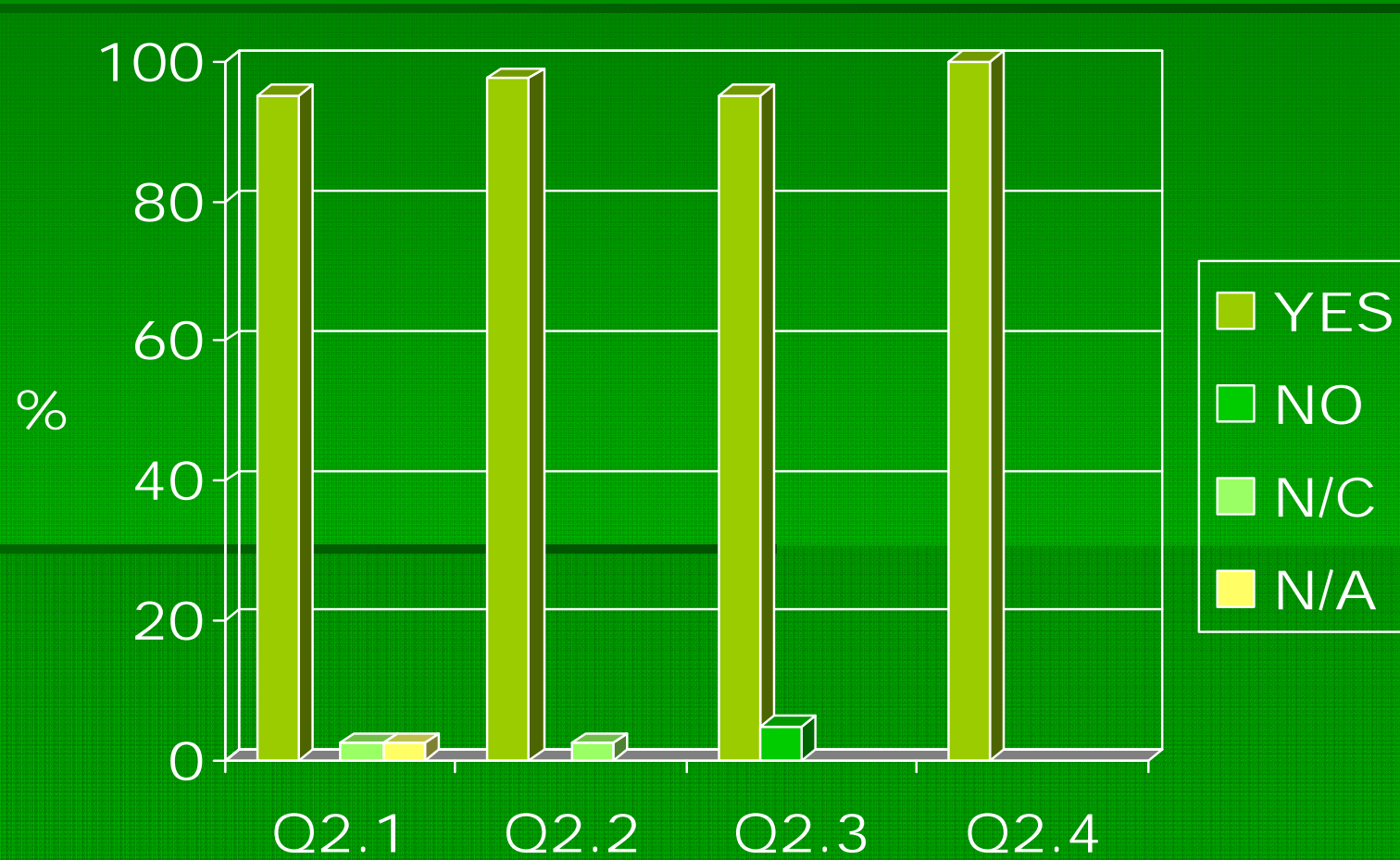
HUMAN RESOURCES



LABOUR RELATIONS

	YES	NO	N/C	N/A
2.1. I know and understand my scope of practice	95%		2.5%	2.5%
2.2. I know and understand my code of conduct	97.5%		2.5%	-
2.3. I know and understand my leave entitlements	95%	5%	-	-
2.4. I know the lines of communications within the institution	100%	-	-	-

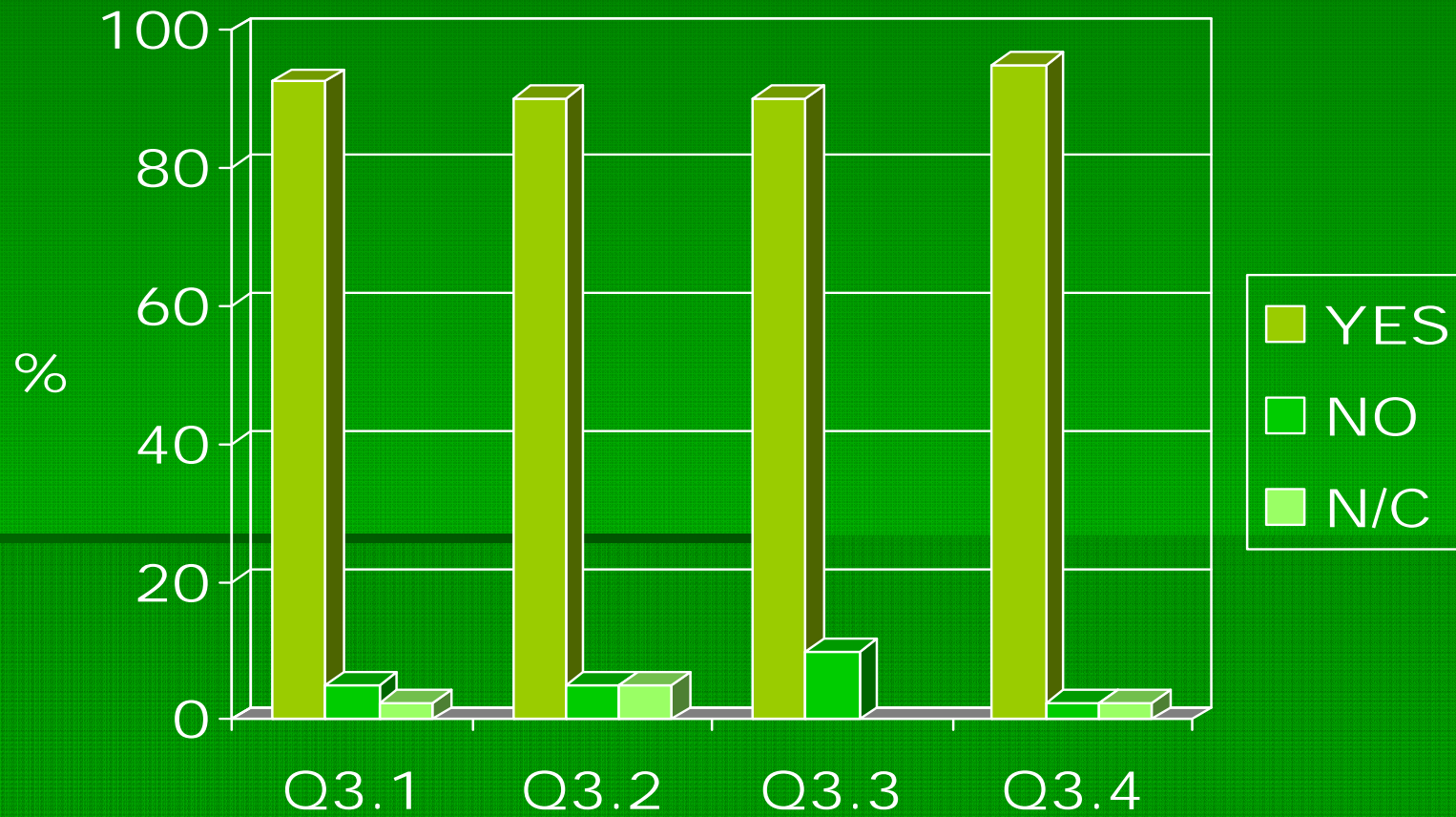
LABOUR RELATIONS



MANAGEMENT

	YES	NO	N/C	N/A
3.1. I have been informed of EPMDS	92.5%	5%	2.5%	-
3.2. I have developed my work plan with my supervisor	90%	5%	5%	-
3.3. my supervisor is supportive and polite	90%	10%	-	-
3.4. I am informed of the staff meetings and outcomes	95%	2.5%	2.5%	-

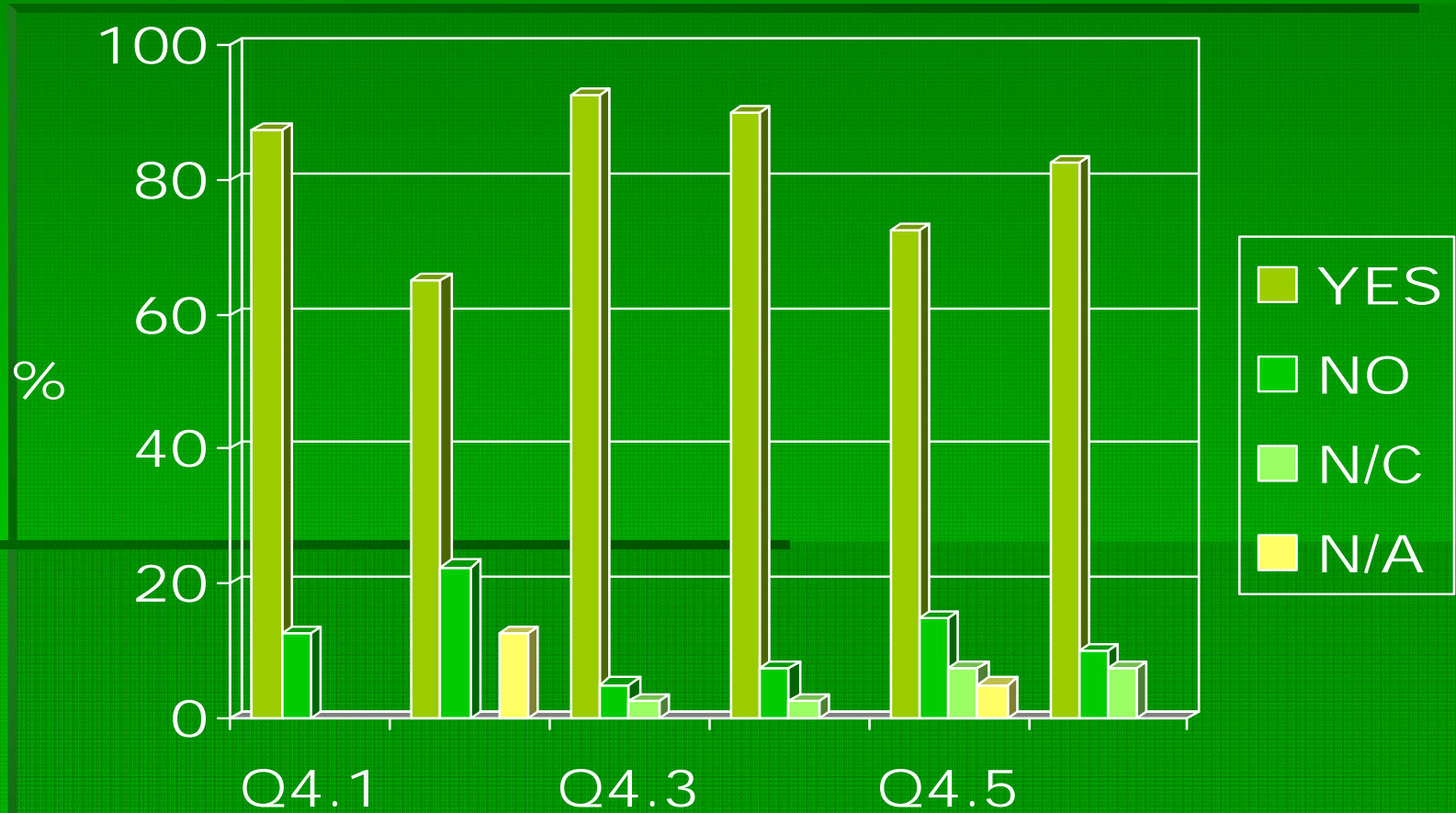
MANAGEMENT



SAFETY AND SECURITY

	YES	NO	N/C	N/A
4.1. The environment in and around my workplace is safe	87.5%	12.5%	-	-
4.2. I am provided with adequate protective clothing while on duty	65%	22.5%	-	12.5%
4.3. I know the name of my health and safety rep	92.5%	5%	2.5%	-
4.4. I am aware of my HIV status	90%	7.5%	2.5%	-
4.5. I am satisfied with staff clinic services	72.5%	15%	7.5%	5%
4.6. I am aware of the Employee Wellness Programme	82.5%	10%	7.5%	-

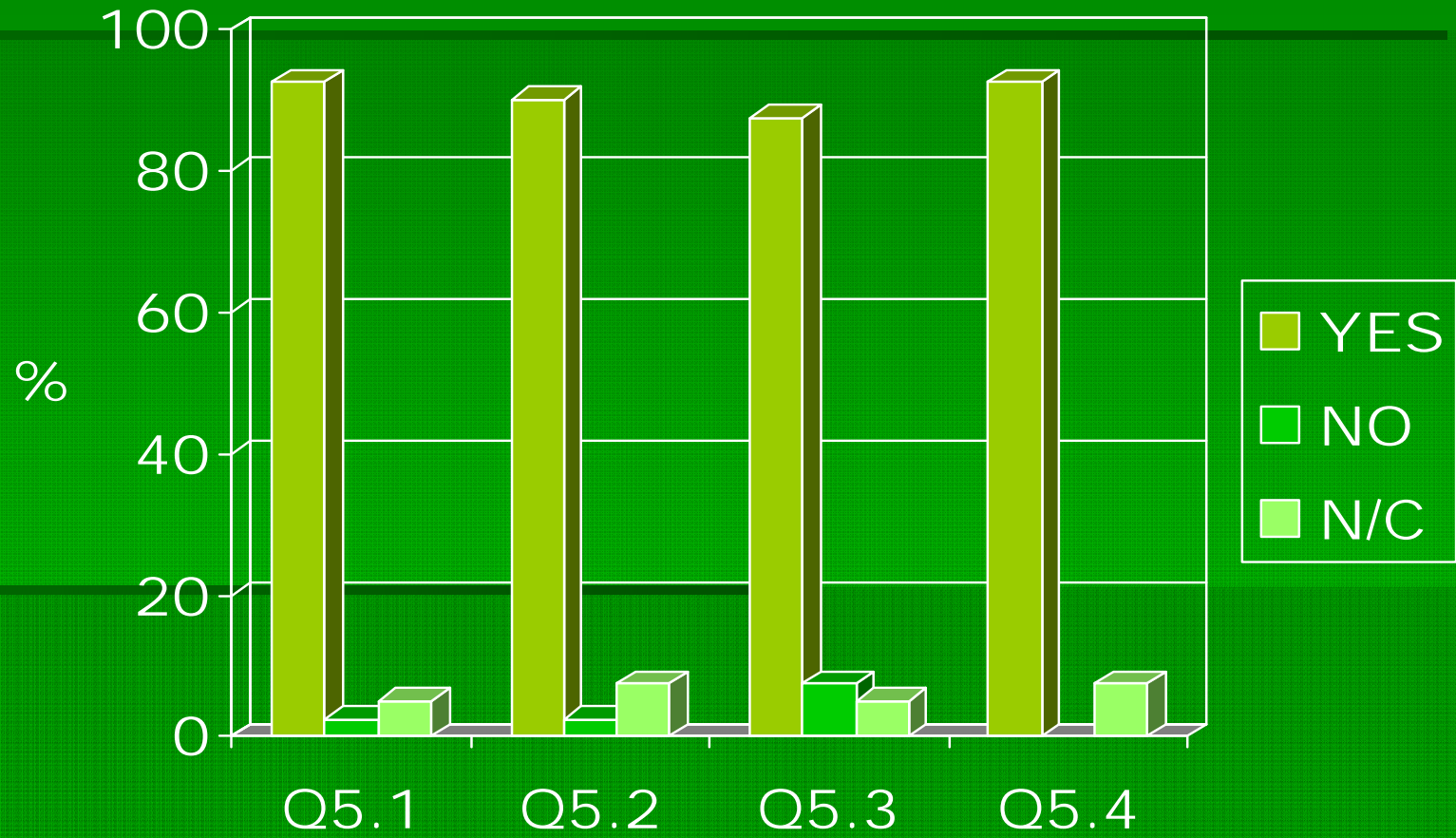
SAFETY & SECURITY



LEADERSHIP

	YES	NO	N/C	N/A
5.1. My supervisor assists me to solve work related challenges	92.5%	2.5%	5%	-
5.2. My supervisor respects and listens to me	90%	2.5%	7.5%	-
5.3. My supervisor is fair, I am not victimized at all	87.5%	7.5%	5%	-
5.4. My supervisor inspires and motivates me	92.5%	-	7.5%	-

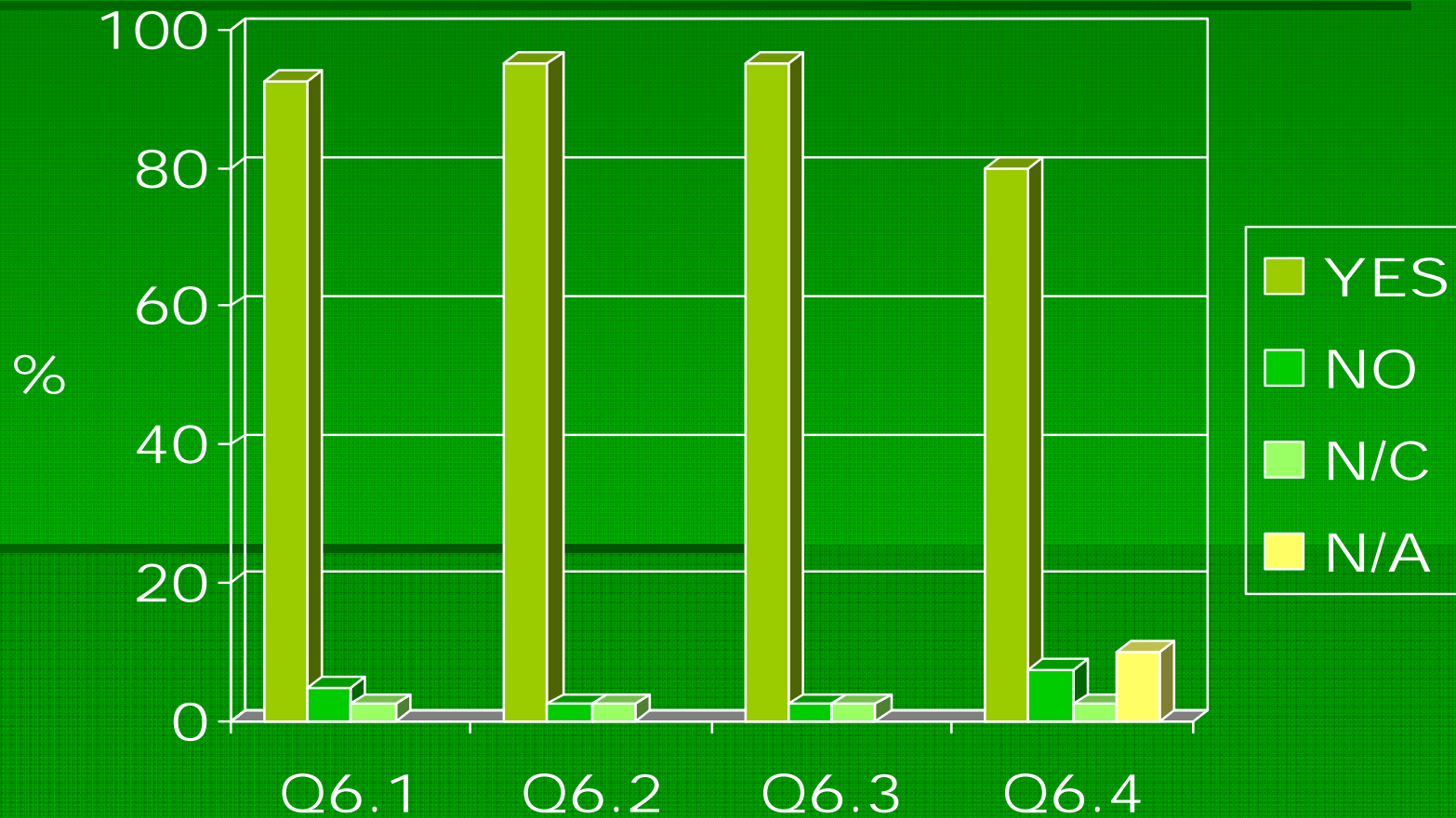
LEADERSHIP



ORGANIZATIONAL FOCUS

	YES	NO	N/C	N/A
6.1. I know the Vision, Mission & Core Values of the organization	92.5%	5%	2.5%	-
6.2. I'm aware of the policies and procedures of the organization	95%	2.5%	2.5%	-
6.3. I have received orientation on Batho Pele Principles	95%	2.5%	2.5%	-
6.4. I'm flexible for placement to other units where there is staff shortage	80%	7.5%	2.5%	10%

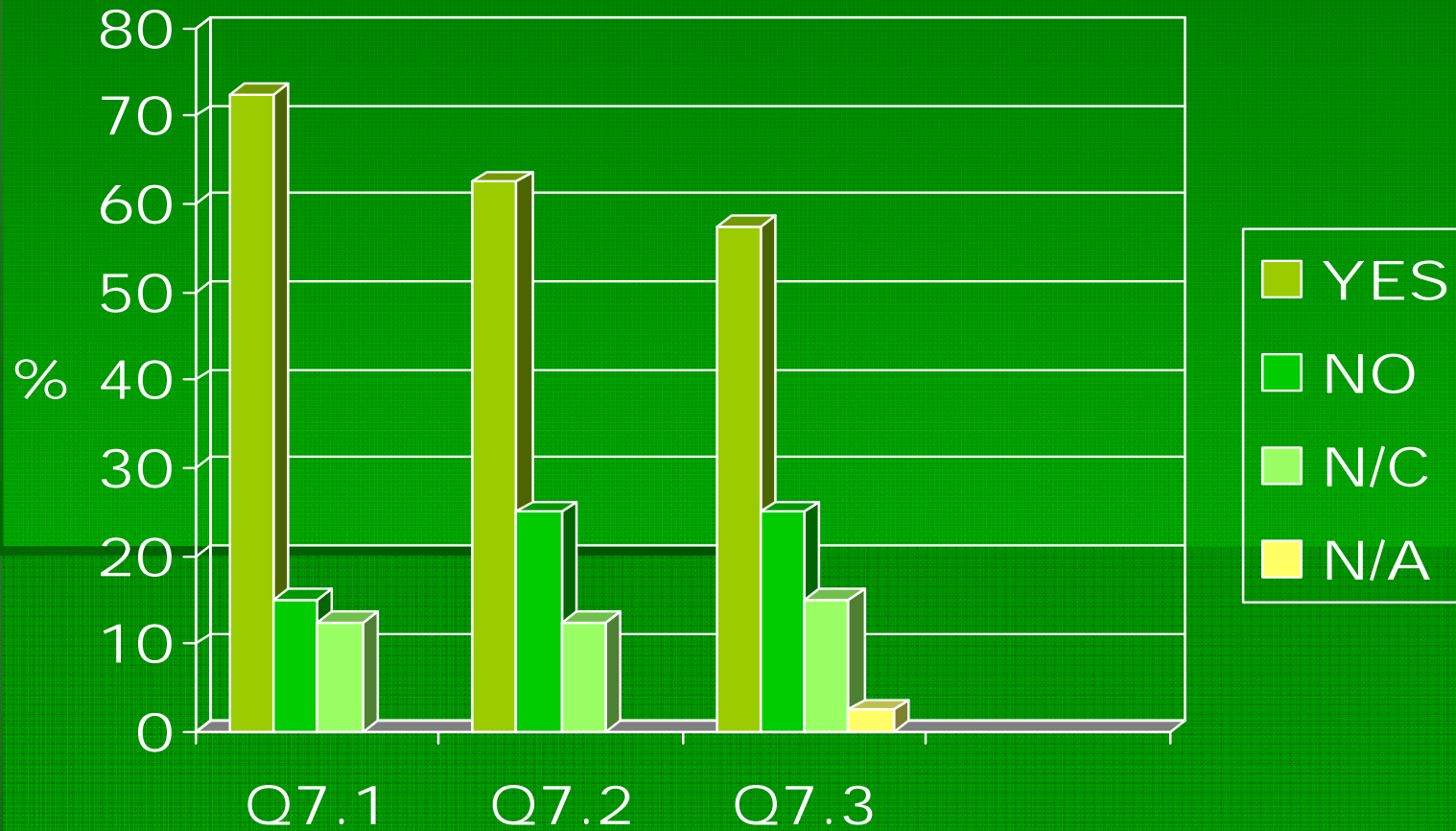
ORGANIZATIONAL FOCUS



SKILLS DEVELOPMENT

	YES	NO	N/C	N/A
7.1. My supervisor assists me to identify training and developmental needs	72.5%	15%	12.5%	-
7.2. I participate in training and development opportunities	62.5%	25%	12.5%	-
7.3. I am considered for career pathing	57.5%	25%	15%	2.5%

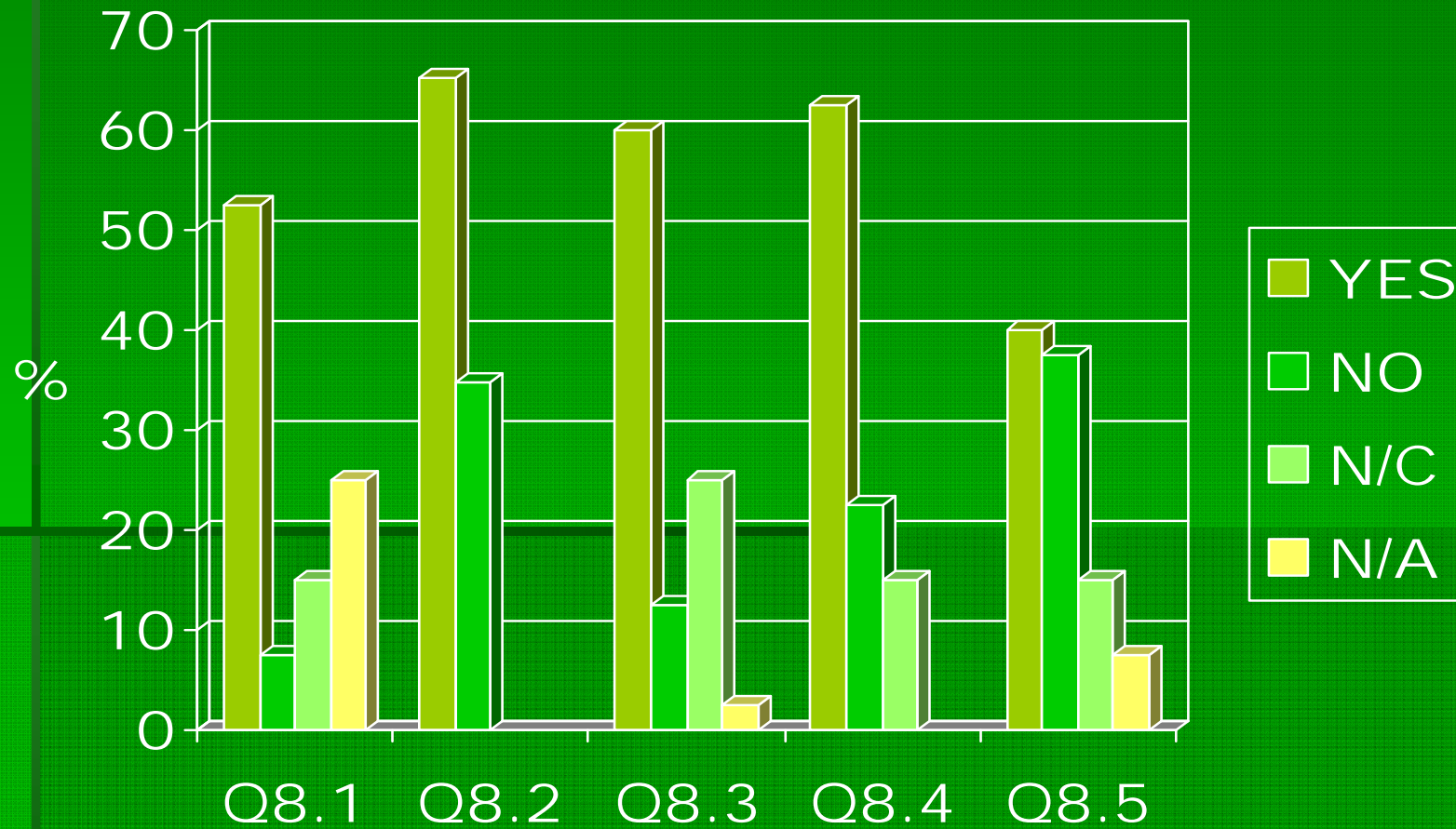
SKILLS DEVELOPMENT



MISCELLANEOUS

	YES	NO	N/C	N/A
8.1. Accommodation is available	52.5%	7.5%	15%	25%
8.2. Safe parking is available for my car	65.2%	34.8%		
8.3. Would you like to have a canteen?	60%	12.5%	25%	2.5%
8.4. Staff rest/tea room is available	62.5%	22.5%	15%	-
8.5. Recreation facilities are available for staff	40%	37.5%	15%	7.5%

MISCELLANEOUS



SUGGESTIONS

❖ MAJOR CHANGES TO MAKE IN THE HOSPITAL

- Renovate the hospital
- OPD services be extended and accessible to the public e.g. family planning, VCT
- Renovate Oak House dinning room.

SUGGESTIONS

- Have an X-ray department
- Install ATM in the institution
- Have a functional help desk

SUGGESTIONS CONT...

- Order hyster to carry linen to the wards.
- Install intercom
- Tighten security
- Make stationery available to work with

SUGGESTIONS CONT...

- To provide directional signage
- Provide equal opportunities for staff training
- Develop people in their careers

SUGGESTIONS CONT...

❖ MAJOR CHANGES IN THE WARDS

- Restructuring of F-Ward kitchen
- Create nurses station
- Improve staff shortage
- Allocate at least 2 GO's at night per shift for all the wards

SUGGESTIONS CONT...

- Allocate at least 1 PN/EN per ward at night.
- Keep enough stock for night shift.
- Male nurses to also be allocated in female wards.
- To improve communication / dissemination of minutes of meetings to night staff.

SUGGESTIONS CONT...

- Proper patients handover report to be improved e.g. patients on pass.
- Patients to be treated equally.
- Improve team work.

SUGGESTIONS CONT...

- Improve patients menu
- Employ a dietician for proper monitoring of patient's weight
- Order new cot beds (noisy when hitting the floor)

Recommendations

- Areas need exploring:

-Patients to be treated equally

- Wards and departments to develop action plan to address challenges that are related to them

THE END

THANK YOU...!

MRS AB MTSHALI

CEO