

The effect of motivation on job performance of health clinicians in public hospitals: a case of SekouToure hospital Mwanza

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Ensuring health workers motivation is vital if health workers are to perform optimally and effectively to deliver health services in many developing countries. The objective of the study was to determine the effect of Motivation on job performance of clinical staff in public hospitals, a case of SekouToure Hospital in Mwanza. The study specifically sought to identify the motivational factors and their effectiveness in relation to performance of clinical staff and examine the constraints mitigating the performance. To achieve this, an exploratory qualitative study was conducted including 5 management staffs and 20 patients who were selected using purposive and convenience sampling techniques. Interviews were conducted to identify motivational factors and staff performance level at SekouToure hospital. This was followed by a cross-sectional survey of 34 clinical staffs that were selected conveniently in order to determine the effectiveness of the motivational factors through a pretested questionnaire. The numbers of patients' visit were also made as a measure of staff performance.

As of the findings, the motivational approach recognized was at the individual level and included among others; study leave, on call allowance and yearly bonuses. The motivational packages were inadequate with 64% of clinical staff being dissatisfied and this corresponded with the unsatisfactorily low performance of staff as elucidated from the interviews conducted with management and patients. The results showed the ineffectiveness of SekouToure Hospital motivation strategies. Lack of logistics and teamwork and inconsistency in strategic decisions were the major constraints affecting staff performance among Clinical staff at SekouToure Hospital in Mwanza. It was thus recommended that management should demonstrate more loyalty to staff motivation in line with its mission statement as well as institute proper complaints managing system to address its stakeholders concerns particularly patients issues to improve staff performance.