Effective Management among the Managers of PHC Centres In Damascus City

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The Researcher

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Introduction

• In this survey we studied some management aspects and analyzed the relationship between managerial skills, training and experience with doctors’ satisfaction in PHC centres to find out if there is any correlation between these factors.
Aim: Enhance the performance of Syrian primary health care centres.

Objectives:
- Evaluate managers- self assessed- proficiency.
- Evaluate the formal managerial training courses.
- Examine the impact of this training on managerial skills.
- Measure the effectiveness of the managers by assessing the satisfaction of the doctors and examine the presence of any correlation between managerial skills and doctors’ satisfaction.
Methods

• A cross-sectional survey, lasted 5 months 9/2010-1/2011
• Self-administered questionnaire was conducted among the managers and doctors in 43 PHC centres in Damascus city.
• The managers questionnaires contained 32 competency items for self assessment, formal training was assessed for eight fields of management.
• 231 job satisfaction questionnaires which contained 36 items for doctors were collected in the same centres.
• Training score were correlated with doctors’ satisfaction in each centre.
The training of the managers in the eight management fields was obviously poor.
## Management skills

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- Male managers were as twice as female managers.
- No one of the managers rated his/her managerial skills as poor or mildly poor.
- There were no significant relation between the training of the managers and their managerial skills.
Doctors’ satisfaction was remarkably low. The speciality of the doctors affect significantly the satisfaction. Payment, rewards, benefits and promotions were the sub scores that the doctors were not satisfied with. Female doctors were significantly more satisfied with their salaries.
Conclusion

• Effective management and better managerial skills increase the satisfaction of the doctors but it is not the only factor for this satisfaction.

• Years of experience also play a role in this satisfaction.
Recommendations

- We recommend that offering the managers more effective training while keeping them for a longer period in their positions will increase doctors’ satisfaction in PHC centres and thus enhance the performance of these centres.
THANK YOU!