

THE IMPACT OF PRIVATISATION OF SUPPORT SERVICE: AN ASSESMENT BY STAFF IN THREE HOSPITALS IN KEDAH, 1998

KESAN PENSWASTAAN PERKHIDMATAN SOKONGAN: SUATU PENILAIAN OLEH KAKITANGAN DI TIGA BUAH HOSPITAL DI NEGERI KEDAH 1998/1999, 1998

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ABSTRACT

A cross sectional study using qualitative and quantitative method at three government hospitals in Kedah to study the impact of privatisation of Support services in the hospital on hospital operational cost, quality of the services provided and also the impact on the hospital staff work load after privatisation. The assessment of quality and effect on work load is from staff perspective through self administered questionnaire, while cost analysis is carried out using semi-structured questionnaire. The qualitative method involved in-depth interviews with the Zone Manager and Manager in three hospitals. Three services that involved in the studies are cleansing services, clinical waste management services and linen & laundry services. The result of cost analysis studies showed hospital operational cost is increased in all three hospitals. Cost in Hospital Jitra increased by 11.3% , Hospital Alor Setar by 13.8% and Hospital Kulim by 27.5%. Quality of the services provided were found to be in high quality. 57% of respondent give cleansing services as high quality, 81 % for clinical waste management services and 61.9% for linen & laundry services. Type of hospital found to have significant relationship with quality assessment of cleansing services which respondent from bigger hospital give the lowest quality for cleansing services. Educational level were found to be influenced the assessment of quality of clinical waste management which staff with lower educational level give lower assessment to its quality. While place of work were found to influence the assessment of staff for the three services. Respondent from limited visitor ward's found to give higher assessment on quality of the three services. Assessment of staff work load were found to be increased in Hospital Alor Setar by 52.2% of respondent. While 65.2% of respondent from Hospital Jitra found work load to be reduced after privatization and 58.3% of respondent from Hospital Kulim also found their work load to be reduced after privatisation. Poor monitoring of the services and lack of staff are the main factors that lead to increased workload of hospital staff after privatisation.

ABSTRAK

Suatu kajian irisan lintang dengan menggunakan kaedah kualitatif dan kuantitatif telah di jalankan di tiga buah hospital di Negeri Kedah bagi mengkaji kesan penswastaaan perkhidmatan sokongan terhadap kos operasi hospital, kualiti perkhidmatan sokongan dan juga beban kerja kakitangan hospital. Penilaian mengenai kualiti dan beban kerja adalah dari perspektif kakitangan sendiri melalui borang soal-selidik isi sendiri, manakala analisa kos menggunakan borang soal-selidik semi-struktur. Kaedah kualitatif melibatkan temubual mendalam dengan Pengurus Zon dan kakitangan Pengurusan di hospital mengenai pengendalian bagi perkhidmatan yang di swastakan. Tiga perkhidmatan yang di kaji adalah perkhidmatan pembersihan, perkhidmatan pengurusan sisa klinikal dan perkhidmatan linen dan dobi. Keputusan nya di dapati kos operasi hospital telah meningkat bagi ketiga-tiga buah hospital iaitu sebanyak 11.3% di Hospital Jitra, 13.8% di Hospital Alor Setar dan 27.5% di Hospital Kulim. Kualiti perkhidmatan yang di swastakan di dapati tinggi dimana peratusan kakitangan yang memberikan penilaian tinggi ialah sebanyak 57% bagi perkhidmatan pembersihan, 81% bagi perkhidmatan pengurusan sisa klinikal dan 61.9% bagi perkhidmatan linen dan dobi. Faktor jenis hospital mempunyai hubungan dengan penilaian kakitangan terhadap kualiti perkhidmatan pembersihan iaitu responden dari hospital besar memberikan penilaian yang paling rendah terhadap kualiti perkhidmatan pembersihan. Faktor taraf pendidikan mempengaruhi penilaian kakitangan terhadap kualiti perkhidmatan pengurusan sisa klinikal. Kakitangan yang bertaraf pendidikan rendah didapati memberikan penilaian yang lebih rendah terhadap perkhidmatan pengurusan sisa klinikal. Faktor tempat bertugas pula di dapati mempengaruhi penilaian kakitangan terhadap kualiti bagi ketiga-tiga perkhidmatan. Kakitangan yang bekerja di wad terhad pelawat yang paling banyak mengatakan kualiti bagi ketiga-tiga perkhidmatan adalah tinggi. Penilaian mengenai beban kerja pula mendapati terdapat 52.2% kakitangan di Hospital Alor Setar mengatakan beban kerja mereka meningkat. Sementara di Hospital Jitra terdapat 65.2% daripada kakitangan yang mengatakan beban kerja mereka menurun dan 58.3% kakitangan di Hospital Kulim yang mengatakan beban kerja menurun selepas penswastaaan. Faktor jantina, taraf pendidikan dan tempoh bekerja di hospital , mempengaruhi penilaian kakitangan terhadap beban kerja mereka. Kakitangan lelaki, bertaraf pendidikan rendah dan bekerja dalam tempoh yang lebih lama di hospital lebih banya mengatakan beban kerja meningkat selepas penswastaaan. Pengawasan yang tidak teratur dan kakitangan swasta yang tidak mencukupi merupakan faktor utama yang di lihat sebagai menjadi masalah dalam peningkatan beban kerja kakitangan hospital selepas penswastaaan.