"Work Ethics and its Impact on Performance at Irbid Governorate Public Hospitals"

إعداد
رزان علي محمود الديري

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وقد وافق عليها:

الاستاذ الدكتور فؤاد الشيخ رئيساً
الاستاذ الدكتور أحمد الشيبه عضواً
الدكتور حسن العيسى عضواً

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Abstract


This study investigates the extent to which physicians of Irbid governorate’s public hospitals adhere to the Jordanian Medical Constitution. It also investigates the relationship between level of adherence to the Jordanian Medical Constitution and Performance of Hospitals. Three ethical dimensions (general duties of physicians, physician’s duties towards their patients, and confidentiality) were tested, and three performance indicators (i.e. inpatients days, average length of stay, and occupancy rate) were adopted. Data about performance indicators were obtained from the annual statistical yearbooks issued by the ministry of health for the years (2010-2012). As for data about ethics, a questionnaire was designed and distributed to 200 physicians working for six public hospitals in Irbid governorate. The achieved sample consisted of a hundred and seventy physicians, representing a response rate of 85 %.

Data was entered and analyzed by using the statistical package for social sciences (SPSS). Several statistical techniques such the arithmetic means, standard deviation, correlation coefficient were utilized to analyze the data.
The main findings of the study are:

- There is a high level of adoption of all work ethics dimensions (general duties of physicians, physician’s duties towards their patients, and confidentiality).
- There is a statistically significant difference at the level of ($\alpha \leq 0.05$) between males and females physicians on the adoption of work ethics, in favor of males.
- There is no statistically significant difference at the level of ($\alpha \leq 0.05$) between age, experience, career level and adherence to work ethics dimensions.
- There are statistically significant correlation at the level of ($\alpha \leq 0.05$), between all ethics dimensions and occupancy rate.
- There are statistically significant correlation at the level of ($\alpha \leq 0.05$), between all ethics dimensions and average length of stay.
- There are a statistically significant correlation at the level of ($\alpha \leq 0.05$), between all ethics dimensions and confidentiality.

This research suggests the following general recommendations:

- Physicians should show higher level of commitment to the confidentiality than the existing level as adherence to all dimensions is equally important to enhance the level of medical service provided to patients.
• Creating a specialized human resource department in hospitals which should be interested in medical ethics to promote the physicians’ duties towards their patients.

• While this study concentrates on doctor’s work ethics, future research should address ethics among other medical staff such as nurses and laboratories employees.

• Jordanian hospitals’ administrations should concentrate on medical work ethics. This can be done by emphasizing the need to adopt the Jordanian Medical Constitution in the performance appraisal process.

Keywords:

Length of stay, occupancy rate, inpatients days, medical ethics, performance, Irbid governorate public hospitals.