

ABSTRACT

This descriptive cross-sectional study was conducted with the objective of assessing the employees' perception of the organizational climate at the Lady Ridgeway Hospital for Children. The study ventured to quantify for the purpose of analysis, the employees' feelings of the climate in order to identify the morale-related problems and to recommend counter measures.

A self-administered questionnaire designed to measure the perception of all categories of staff, attached to all thirteen clinical and eleven supportive services of the Surgical Wing of the hospital, on twelve selected climate dimensions, was used. A total of 740 staff comprising top management (including, Administrators, Consultants, Matron and Ward Sisters), Medical officers (including intern house officers), Nursing officers, Minor staff and Allied health staff were sampled. The response rate was 59.7%.

Data was analyzed using a Microsoft Excel spreadsheet. The results were presented under five staff categories, according to the identified dimensions, with scores calculated for positive index (favourable responses) and overall index (overall climate level). The results showed a low positive index and negative and unfavourable overall index for the following dimensions: Rewards and satisfaction, Degree of responsibility, Personal development, Working relationships, Job advancement, and Feedback and communication. These results were further analyzed according to the

job category so that the relevant staff were identified and recommendations given to improve the climate. The free opinions expressed by 78% of the staff who responded to the survey, identified positive and negative features of the hospital, their expectations from management and some suggestions for improvement.

However, the average positive index for all the questions was 36.52 which is favourable. Similarly, the average overall index was 59.84 which is positive and favourable. Therefore the overall perceptions of the staff of the Surgical Wing of the Lady Ridgeway Hospital for Children is favourable regarding the organization's climate and forms a good platform to launch improvements in productivity. With the incorporation of objective measurements and appropriate staff interviews, it is envisioned that this research instrument may be used to measure the productivity climate of other healthcare organizations.

Key Words: Productivity Climate, Children's Hospital.