

ABSTRACT

Aim of this study was to assess the current situation regarding completeness of personnel files at the office of Regional Director of Health Services Ratnapura, the perception of the health care workers regarding the existing situation and the factors affecting proper maintenance of this record.

A descriptive cross sectional study was carried out in Ratnapura district. Client satisfaction was assessed using an interviewer administered questionnaire on 422 randomly selected health staff. A check list was used to assess the completeness of the personnel files of those 422 clients. Focus group discussions and in-depth interviews were used as the tools to find factors associated with personnel file management.

Knowledge related to personnel files among health staff was found to be variable. It ranges from 100% in knowledge of date of appointment to only 35.6% in knowledge on documents that should be included in a PF. Medical Officers (MO) had least knowledge, and knowledge improves with duration of service. RDHS office had informed only 36.4% of its clients about the deficiencies in their Personnel Files (PF).

Overall satisfaction in matters related to PF was 85%. There was no significant association with age, sex or service duration of the client. Satisfaction differs significantly by staff category. MOs were the mostly satisfied category while the nursing officer and HMAs were the least.

None of the PF examined had all the documents it should include. 5% of PFs had six or less of 19 documents looked for. When checked for eight essential documents, only 34.8% of PF had those. Availability of these documents changes with the age of the client. Files of MOs showed the worst level of completeness. Completeness of the PF does not differ significantly according to the knowledge of the client or no association was found with level of satisfaction with completeness.

Factors related to the system, environment, client and Health Management Assistants (HMA) themselves affect the completeness of PF. Lack of clear guidelines, non optimal working environment, non supportive clients and over burdening of HMAs with work were main factors identified.

Capacity building of the HMAs and educating the clients on importance of completeness of PFs should be done without delay.

Key Words: Personnel files, satisfaction, completeness