

ABSTRACT

Introduction: Work performance of Management Assistants is important for smooth functioning of an office. Regional Directorate of Colombo exerts great responsibility in the provision of healthcare to the most populated district in Sri Lanka. Thus, the work performance of Management Assistants in a Regional Directorate of Health Services influences the health of the whole district.

Objective: This interventional research projects aims at improving the work performance of Management Assistants in the office of Regional Director of Health Services, Colombo.

Methods: An interventional study of three phases was carried out. Both quantitative and qualitative data collection methods were used. Interventions were decided based on the findings of direct observations, Key Informant Interviews, Focus Group Discussions and observation of secondary data conducted during the first phase. The designed intervention package had effective training, improving physical resources for Management Assistants, implementing productivity programmes, improving supervision and improved communication.

Intervention package was implemented in second phase and the work performance was measured again to assess the difference in the third phase.

Results and Discussion: All the indicators i.e. word processing speed ($Z = 3.429$; $P = 0.001$), time taken to retrieve a file ($Z=2.369$; $P = 0.018$), percentage of personnel files with expected items ($Z = 2.675$; $P = 0.007$), number of days between the due date of salary increment and the date of preparation of the order for the salary increment ($Z = 2.031$; $P = 0.043$), the number of days taken to process a voucher from the date of event ($Z = 2.387$; $P = 0.015$), number of days between the salary conversion date and

preparation of salary arrears ($Z = 1.989$; $P = 0.046$), time gap between the request and preparation of a service letter ($Z = 2.454$; $P = 0.016$), and customer satisfaction ($Z = 2.0484$; $P = 0.04036$) showed statistically significant improvements after executing interventions.

Recommendations: In order to sustain the results, it is recommended to continue the implementation of the intervention package.

Key Words:

Work Performance, Management Assistants, Colombo Regional Directorate of Health Services