

Staff Motivation and Health Service Delivery in Apac General Hospital, Apac District.

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Background: The study investigates the influence of staff Motivation on health service delivery in Apac General Hospital. This study was anchored on the Herzberg two-factor theory of motivation which was postulated by Herzberg in 1964. It states that there are some factors in the workplace which cause job satisfaction, while a separate set of factor cause dissatisfaction, and that all of these act independently from each other.

Methods: The study employed a descriptive case study research design. A mixed approach combining both quantitative and qualitative method was used in the study. The researcher collected data using a structured questionnaire with a five-point Likert scale type that measured the responses of 105 participants for quantitative purposes and an interview guide for qualitative purposes using key-informant interview. Data was analyzed in terms of descriptive statistics, Pearson correlation, and linear regression using SPSS version 20 and Abstraction analysis for qualitative data.

Results: The study found that there is a positive and significant relationship between intrinsic motivation and health service delivery. Its provision increased health service delivery by 14.0%. The study findings also showed a positive and significant relationship between health workers' extrinsic motivation and health service delivery (coefficient of 0.29 and R2 of 0.88). The study concluded that the provision of extrinsic motivation to staff increased the rate of health service delivery by 8.8%. Additionally, the study found that the recent salary enhancements for health workers has led to a small increase in the level of health service delivery by only 3.4%. The regression coefficient of 0.18 revealed a weak positive correlation between recent salary enhancements for health workers and health service delivery.

Conclusions: The researcher recommended that the government should further increase salaries for all staff in the health sector and that the district should conduct routine supervision of health workers as they perform their duties. Finally, hospital administrators should make payment of incentives, provide staff supervision, provide accommodation within hospital settings, encourage teamwork and give rewards to the best performing health workers so as to improve service delivery.

Keywords: *Staff motivation, Health Service delivery, and Apac general Hospital.*

