

ORGANIZATIONAL FACTORS OF PRIMARY HEALTH CENTRES-A CASE STUDY

ABSTRACT

The present study analysed the performance of 45 Primary Health Centres in a selected district and classified them into low performing centres and high performing centres on the basis of the general health and family welfare indices, a random sample survey score and an observation score. The objective of the study was to investigate into the organizational variables in the high and low performing centres in order to analyse the differences, if there are any between them.

Three centres in the low performing category and three in the high performing category had been selected for an indepth analysis of the organizational variables, namely existing organizational climate, desired organizational climate, job satisfaction and leadership behaviour.

Questionnaires with a four point scale were designed and distributed to all health centre personnel except the senior medical officers in the selected PHCs.

Analysis of variance was carried out to understand the difference between the two categories of PHCs with regard to the organizational variables.

The overall mean score between the two sets of PHCs with regard to existing organizational climate, desired organizational climate, job satisfaction and leadership behaviour registered significant differences between the two sets of PHCs.

Differences were also noted in the relative importance of various dimensions of the organizational variables between the two sets of PHCs.