How do we use and measure courtesy in order to motive and maintain a positive staff

- Feedback from client-surveys based on treatment.
- Enabling environment for staff.
- Integrated approach.
- Continuous training on customer care to raise their level of awareness.
- Measure courtesy score-card hospital as a tool – monthly or quarterly winners – for outstanding staff.
- Award FOR Mothers/Reward system.
- Sponsorship to provide hampers for mothers.
- Role of fathers – mothers will not leave weekends
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- Sponsorship to provide hampers for mothers.
- Role of fathers – mothers will not leave weekends
- Acknowledgement – thank you.
- Methodology – maintaining the status-quo.
- Introduction of new blood into the system.
- Challenging the status-quo – changing of the mind set.
- Responsible to internal suggestions – feedback – suggestion boxes.
• Adequate consultation – back office staff should also be recognized.
• Front-office line staff – competency based form of recruitment – image of the institution.
• Understanding the character and competency of front-line staff.
• Internal courtesy of staff – monitoring systems must be utilized effectively – Merit bonus – PMDS.
• Satisfaction survey – to assess and close gaps.
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• Money should not be the only motivating factor.
• Monitoring compliance with Service Charters.
• What value adding to the Dept., why are you working for the department? To change peoples lives for the better.
• Rank conscious – demotivate staff, recognize their contribution.
• Don’t be a referee and a player – supervisor: Don’t undermine staff.
• Acknowledge staff thinking capacity – involve people – both internal and external for feedback.
• Rewarding a person which should not be rewarded – it should be a process, provide a portfolio of evidence to the evaluation committee – it should not be personalised, processes should be put in place.

• Organised labour – social partners – staff think that the union association provides them the right to be disrespectful and discourtesy.

• Supervisors should know and understand their sub-ordinates and provide timeous feedback.
• Front-line staff should be inducted about the core-business.
• Encourage politicians and public servants to use public facilities like state hospitals.
• Encourage the public to use public hospitals and this hospitals should be well resourced.
• Public servants are responsible for the effectiveness and efficiency of the capacity of the state to deliver quality service.
• Check organizational culture, brand the institution, establish a co-operate identity, organizational values shared by all and this process should be
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• Check organizational culture, brand the institution, establish a co-operate identity, organizational values shared by all and this process should be inclusive.