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The relationship between organizational trust and personal initiative: A research on health care workers

Pinar Gunes¹, Huseyin Demir² and Imran Aslan³¹Ankara University, Turkey²Hacettepe University, Turkey³Bingöl University, Turkey

Statement of the Problem: The matter of trust is very important in health services produced jointly by health workers. The level of confidence of worker who actively engage in service delivery to each other can influence service delivery. In addition, taking an initiative role is also very important in terms of effective and efficient health services. Workers actively performing in health service delivery and creating value behaviors in terms of patients and organizations can affect the service output and effectiveness and efficiency of the institution.

Aim: The aim of this study is to investigate the organizational trust level and status of personal initiative of health workers and relationship between organizational trust and personal initiative.

Methodology: The survey method used in the study. The sample of research consists of 400 health workers. The data collected from health workers in a hospital in Izmir city with the help of face to face survey method by using organizational trust and personal initiative scales. The data obtained from the study subjected to appropriate analyzes with the SPSS 20.0 program and the hypotheses tested with appropriate methods.

Conclusion: The power of health care depends largely on health care workers. Workers having a high level of confidence and personal initiative in healthcare delivery may increase the quality of service and patient satisfaction. Conclusions that can contribute to the field in terms of health services will be presented in the light of results and various suggestions will be presented.

Biography

Pinar Gunes is pursuing her graduation at Ankara University, Turkey.

pinarguns@gmail.com

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