



## Policy on Staff Satisfaction Surveys

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## Contents

Foreword by the MEC for Health .....	3
Vision, Mission and Values .....	4
Policy Aim .....	5
Policy Scope.....	5
Policy Statement .....	5
Roles and Responsibilities .....	6
Review and Distribution .....	6
Acknowledgements and Sources .....	6

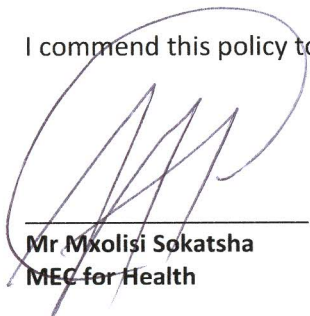
## Foreword by the MEC for Health

The Government has set the Department of Health, both nationally and provincially, major goals to achieve over the coming years. These goals include, among others, to provide strategic leadership and improve management; to accelerate the revitalisation of all health care infrastructure; to improve the quality of health services in preparation for the National Health Insurance (NHI), to accelerate the management of HIV/AIDS, STIs, TB and other communicable diseases; and to promote mass mobilisation for better health for all.

It is against this backdrop that the Northern Cape Department of Health is reviewing and updating all existing Policies and Procedures and, where needed, introducing new ones. These policies will ensure that staff know what is expected from them as individuals and as employees of the Department, as well as informing the public and its representatives of what they can expect from the Department.

There is good evidence to suggest that staff attitudes and experiences have an impact on how well staff do their job and this in turn affects the quality of patient care. It is important, therefore, to conduct regular surveys of staff views about working life in the Northern Cape Department of Health, and to use this information to make improvements.

I commend this policy to you.



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Mr. Mxolisi Sokatsha  
MEC for Health

08/12/2011  
Date

