

HEALTHCARE PROFESSIONALS AND THEIR LEADERSHIP IN HEALTH INSTITUTIONS IN KOSOVO

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ABSTRACT

The purpose of the research is to assess the opinions of healthcare professionals on the role of the leader in the effective human resource management, and application of necessary skills at the institution where working and operating. The overall goal is to know, analyze and identify the role of the leader on effective human resources management. The research was conducted in the period May – November 2014, in: Prishtina, Mitrovica, Gjilan, Peja, Prizren and Ferizaj during which were interviewed a total of 263 employees (204 females and 59 males), in three levels of the healthcare in Kosovo. In the Healthcare Institutions in Kosovo the main problems do generate from the lack of law enforcement. The cooperation among the employees and leadership is not in the desired level, where 71% of the employees have reported that they are not informed about the activities. 50.9% of employees report that they are not satisfied with their working environment and the managerial organization at their institutions. Management staff is not given proper role, in so far as employees suggest that managers should collaborate and be committed to change, based on duties / responsibilities aiming at achieving results. Kosovo Healthcare needs essential changes in human resource management in three areas: academic-university, public and organizational policies. The implementation of these provisions would have a positive impact on strengthening human resources, enhancing cooperation and facilitating decision-making for change.

Keywords: Employees, leadership, healthcare professionals, healthcare Institutions.