

Streszczenie pracy w języku angielskim

Dissertation abstract

ORGANIZATIONAL COMMITMENT AND PROFESSIONAL COMMITMENT AND ORGANIZATIONAL EFFECTIVENESS OF PUBLIC HOSPITALS IN THE PODKARPACIE REGION

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Increasing demands on the labour market, competition, make the issue of commitment important. Formation of an attitude of commitment has undoubtedly become a challenge for modern organisations. To compete in dynamic markets, organisations need committed employees. Employee commitment is one of the key factors determining also the effectiveness of an organisation. Interest in this issue is also becoming apparent in health care. In recent years, the issue of determining and improving the quality of services provided has become an increasingly important area of activity for every medical institution. This is due to the intensity of competitive struggle and the operation of health care services in an ever-changing environment, which requires a different approach to quality and patient service than before.

The considerations emerging against this background formed the basis for taking up the topic of the dissertation.

The thesis focuses on two types of individual's relationship with organisation and work:

- Organizational commitment,
- Professional commitment.

For the purposes of this thesis, the study of organizational commitment was extended by adding team and supervisor commitment to the research model. It is worth noting that there is a lack of studies in the literature that consider specific aspects of organizational commitment and professional commitment in public hospitals and attempt to study them in relation to organizational effectiveness.

The main purpose of the thesis is to identify and analyse the relationship between organisational, team, supervisor commitment and professional commitment and organizational effectiveness in public hospitals. In the overall structure of the thesis content, two parts can be distinguished: theoretical and empirical. The theoretical part includes an analysis of Polish and foreign literature. The empirical part is based on the analysis of own research concerning the identification and analysis of the relationship between employee commitment and organizational effectiveness of public hospitals in the Podkarpackie Region.

The whole thesis consists of an introduction, four chapters and a conclusion. The introduction presents the rationale for the topic and defines the research problem.

Chapter one presents the concept and components of commitment in the field of management science and in the context of human capital theory, social exchange theory and positive organisational potential theory. The types of commitments under the analysis have been presented: professional, organizational, team and supervisor commitment. A multidimensional model of organizational commitment with its components is also presented.

The second chapter of the thesis was devoted to the topic of organizational commitment. The essence and development of effectiveness in organisational and management theory and the identification of its determinants in public entities in the context of the Polish healthcare system were discussed. The importance of human capital as a key factor in the competitiveness of a public hospital was presented. The last part of the chapter explains the genesis and development of organizational effectiveness. Criteria and yardsticks for assessing the effectiveness of health service provision are also discussed.

The third chapter is methodological in nature. It presents the main objective together with the specific objectives. The scope of the thesis, the adopted research hypotheses and the stages of the research procedure are presented. The sampling method is presented, as well as the characteristics and structure of the studied organisational units. The final part describes the statistical tools used in the study.

Chapter four is typically empirical in nature. It is devoted to a discussion of the proposed model of organizational commitment, team, supervisor, professional commitment and organizational effectiveness in public hospitals. The elements of the model and their interrelationships were described. Conclusions of the research were formulated and the most important achievements of the thesis were identified.

The thesis concludes with a summary which is a synthetic presentation of the conclusions of the literature research and the results of the empirical research in relation to the formulated

research objectives and hypotheses. Based on the presented research results, directional recommendations for health care practitioners are additionally indicated.

Keywords: organizational commitment, team commitment, commitment to superior, professional commitment, organizational effectiveness, human capital, public hospital, health system, healthcare entity.