AN ASSESSMENT OF THE IMPLEMENTATION OF BATHO PELE PRINCIPLES BY HEALTH CARE PROVIDERS AT SELECTED MENTAL HEALTH HOSPITALS IN THE LIMPOPO PROVINCE

by

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ABSTRACT

The Batho Pele Principles is incorporated in the National Government’s White Paper on the Transformation of the Public Service. It is applicable to the public sector, both National and Provincial Government which are regulated by Public Service Act, 1994, to guide public servants on how to practice (Draft White Paper, 1995:2). Furthermore, health care providers as public servants are expected to practice Batho Pele Principles to improve quality health care services. The purpose of this study was to evaluate the implementation of Batho Pele Principles by health care providers at selected mental health hospitals of Limpopo Province.

The objectives of the study were to assess the implementation of Batho Pele Principles at the selected mental health hospitals of the Limpopo Province, to describe the challenges experienced by health care providers in the implementation of Batho Pele Principles and to formulate specific recommendations to improve and promote the implementation of Batho Pele Principles. A quantitative, descriptive research design was used and the population for the study comprised health care providers working at the selected mental health hospitals in the Limpopo Province. A probability-stratified random sampling method was used to select participants. Data were collected using a questionnaire containing both open- and close-ended questions. Data were analyzed statistically by a statistician using the Statistical Package for Social Sciences (SPSS), version 21.

The Higher Degrees Committee of the University of Venda and the Limpopo Province Department of Health granted permission to conduct the study. The validity and reliability of the questionnaire was ensured though conducting a literature review, which also provided operational definitions of key concepts and development of the questionnaire from existing ones, in consultation with the supervisors of this study. Adherence to ethical considerations included approval from University of Venda Health, Safety and Research Ethics Committee, thus ensuring the quality of the research, confidentiality, anonymity and informed consent.
Study findings revealed that health care providers lacked certain skills in relation to mental health care users' (MHCUs') experiences, plans and needs and that the principles of openness and transparency, redress and value for money were not easily implemented. Challenges experienced by health care providers in the implementation of Batho Pele Principles were discussed according to the eight Batho Pele Principles. Recommendations were formulated based on the findings, related to nursing practice, management, education and further research. This study was conducted to evaluate the implementation of Batho Pele Principles by health care providers at the selected mental health hospitals of Limpopo Province as a strategy to improve quality nursing care.

**Keywords:** Batho Pele Principles, transformation, excellence in service delivery, quality health care services, quality service improvement