

**THE AVAILABILITY OF SUPPORT SYSTEM FOR OFFICIALS WORKING IN THE
HIV/AIDS CLINICS: A CASE STUDY OF VHEMBE DISTRICT**

by

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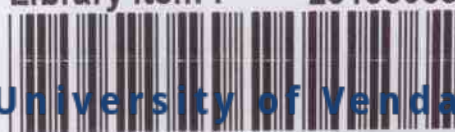
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ABSTRACT

The study is about the availability of support to employees who are working in HIV/AIDS clinics in hospitals around Vhembe District. Supervision is one form of support, but support goes beyond just that. It can take a variety of forms – physical, professional, emotional, intellectual, and financial. Supporting staff means providing them with the right training, backing them up, rewarding them for their work, supervising them properly and regularly, keeping their morale high, and making sure they have whatever they need to do their jobs successfully. When staff feels they're being supported, they'll work better and more efficiently, care more about their jobs, and want to do their best because the organization treats them well

The researcher used both qualitative and quantitative research method and descriptive study design was used. The researcher purposefully selected a sample size of 70 respondents based on their experience of working in the HIV/AIDS clinics. The collected information was analyzed and interpreted.

The main findings of the study:

- The research has discovered that there is a serious challenge of supervision of employees, most supervision is only done during quarterly Performance Management System (PMS) assessment only and sometimes it's done informally. Mentoring and debriefing is also not adequately done. There are also vacant posts that are creating challenges of workload and some staff members are working in the clinic and the hospital respectively.
- There is a concern of lack of appreciation of employees when they have performed well. Staff felt that they are hardly recognized for the job well done, and also working environment is another concern.
- The study found that training is not done frequently and there are staff members who go the whole year without attending any training or workshop.
- The study found that employees want policies in-place that influences training of staff on a regular basis. Majority of staff believe that there should be a formal supervision program agreed upon between the supervisor and supervisee. Study found that employees

were interested in having programs focusing on their wellness and that these programs should be monitored. In filling of vacant posts, employees were equally divided on the matter; half believed they have sufficient staff while half felt that the vacant posts should be filled. The study found that employees believed that improved budget would bring a difference in making sure resources were available

The researcher recommended that:

- Planned supervision, staff debriefing and mentoring should be done to all employees as this helps in improving competency in rendering service. Vacant posts should be filled, especially in those sections that are serviced by staff who are not working in the clinic full-time but those who focus on the wards in the hospital.
- There should be a system that recognizes outstanding performance of staff, if possible monthly, in order to keep employees motivated and focused.
- Training of employees must be done often to keep staff updated and improve their self-confidence in service delivery.
- Budget allocation for service delivery to be improved so as to allow sections to have enough budgets to purchase ARV treatments and food supplements for patients.