

ABSTRACT

*The objective of this research is to obtain in depth, information through **Job Analysis**, regarding the nursing and telephone personnel of RSI hospital.*

*Furthermore there will be afterwards, seeking an effort to obtain clearer **Job Description** for both position mentioned above, and so to **increase the quality** of hospital services, based on the **felt need and satisfaction of the patients**.*

This research being carried on in July to September 2000, has given the following result :

There appears to be a same expectation among the management group, as well among patients and their families, about the knowledge, skill, abilities and behaviour pattern, that RSI nurses suppose to possess.

There appears to be a same expectation among the management group, as well among patients and their families, about the knowledge, skill, abilities and behaviour pattern, that RSI telephone operators suppose to possess; but with appears to be different in the view of telephone operators.

There is a felt need among management and nurses, that the quality of nursing services must be increased, by defining more clearly, the job description, as well as the suitability of the portion of jobs to be assigned to nurses.

There is a felt need among the management, to increase the quality of telecommunication services, by giving a clearer responsibility attitude, among telephone operators, and by increasing their knowledge and abilities, to provide information about hospital matters and services, to patients, family as well as to society at large.

Suggesting the RSI management, to obtain a more clearer job description, regarding the duties and responsibilities of nurses and telephone operators, within their position.

Keywords : job analysis, job description, hospital