

## **Abstract**

### **HR Role and influence on the Turnover and Migration of Doctors in Hebron and Bethlehem Governorates**

*Prepared by*

**Suad Shaheen**

*Supervised by*

**Dr. Talaat Abu Rajab**

This study aims to investigate HR impact on the selection and recruitment of physicians, to identify HR role in training doctors, to reveal the role of salaries and incentives in the turnover and migration of doctors, to identify the elements of promotion employed in hospitals and their impact on the turnover and migration of doctors, to identify the reasons that encourage doctors to leave or stay at hospitals, to supply some proposals for HR health sector to diminish the turnover and migration of doctors.

To achieve the research objectives, the researcher used the descriptive approach due to its appropriateness to the nature of this research. This approach depends on studying, describing and expressing the reality qualitatively and quantitatively. Using a questionnaire, the researcher collected the data and tested the hypotheses. The researcher also analyzed, processed and presented the questionnaire output statistically by means of SPSS. Then, she made the conclusions pertaining to the

enhancement of HR role in the turnover and migration of doctors in Hebron and Bethlehem governorates.

The research sample originally consisted of 138 doctors, but the retrieved questionnaire forms were 100, of which 96 forms were adopted, and thus became the research sample, which was statistically processed.

The authenticity of the research instrument was verified by a jury of specialists and experts in field. In the light of their notes and remarks, the questionnaire was produced in its current form. The authenticity of the instrument was also verified by calculating Pearson correlation coefficient for the questionnaire paragraphs with the total score of the instrument.

Following are the main results. The most important element in the selection and recruitment of doctors was that they considered the method whereby they were selected for their current jobs as appropriate. The most important and common training factor among the respondents was their strong desire to attend training programs held by hospitals. Incentives were found helpful in activating the outstanding achievement, and in reducing complaints in every position and situation. The most important reason behind the migration of doctors was found to be the low salary and privileges. The most important proposals to lessen the turnover and migration of doctors are improvement of their working conditions, followed by their interest in training programs, improvement of salaries, and finally having their demands answered and their persistent problems solved.