

The gap between the supply and demand sides in the Health sector Executive Summary

2014

The number of institutions in the health sector (4376), distributed as follows: (81%) in the central region, and about (14%) in the northern region, and the rate (5%) in the southern region.

These institutions came into operation in various years since 1950, but the majority of them (62%) started its activity to provide health services since 2000 and employs about 21.7 percent of the total employees in the health sector which are (60,614) employees.

The majority of institutions operating in the health sector are individually owned (sole proprietor ship) (93 percent), according to their legal status and partnership enterprises representing (5%), and about 1% of the limited liability enterprises.

The study classify the institutions in the health sector into three main groups, namely: small-sized enterprises (1-5 employees), it has reached proportion (93%), followed by medium-sized enterprises (6-10 employees) accounting for (4%) and finally large size institutions with (11 employees and more) accounting for (3%).

The total number of employees in the health sector is (60,614) employees, the distribution between male and female employees is very close. The majority of male and female employees were holds a bachelor degree (39%) for males and (38%) for females, followed by intermediate diploma degree (20%) for males and (33%) for females. The study showed that the most employable professions in the health sector are legal nurse (15.4%), and associate nurse (5.8%), and general practice medical doctors

(4.9%), and associate nursing specialist (4.7%) and dentists (3.8%) and secretarial (4.2%).

The data analysis shows (97.8%) of employees in this sector are Jordanian citizens, and compared to (2.2%) of the non-Jordanians. The ratio is very close in the provinces of the north and center, but slightly higher percentage in the Southern Region for non-Jordanian employees recording (4.1%).

The number of Educational and specialized training programs for this sector about (41) programs, and the number of graduates from these programs amounted to (25,339) graduates during the years (2012-2014), of whom (36) programs are geared for pure health professions, the duration of the educational and specialized training programs are 12 months or more, and the total graduates reaching (23,969) graduates for the same period. The highest percentage of them have graduated from a legal nursing program (18%), then the pharmacy program (15.3%), followed by general practice medical doctors (10.2%), and the program of associate nurse (9%), then assistant pharmacist (8.2%), as it is expected to graduate from the internship program in various medical specialties during the next two years (1058), a specialized medical doctor.

On the other hand, the number of male graduates from the educational and specialized training programs in this sector amounted to about (8146) graduates during the years (2012-2014). The highest percentage of them have graduated from a legal nursing program (20.3%), general medical practitioners program (18%), followed by the pharmacy program (13.8%). In comparison, the number of female graduates from the educational and specialized training programs in the health sector reached (15,823) graduate during the years (2012-2014). The highest

percentage of them were in legal nursing program (16.8%), followed by the pharmacy program (16%), then the associate nursing program reaching(11%).

The study showed that the majority of graduates from educational and specialized programs for the years (2012-2014) have received health and vocational education from community colleges: Al-Balqa Applied University (30%), and nearly (22%) of the Jordan University for Science and Technology, and the University of Jordan (13%) , and the Hashemite university by (7%).

With regards to people with disabilities and the role of institutions providing educational and training for those people to upgrade their capabilities, the results of the study shows that those institutions do not offer any training programs that serve people with disabilities. In addition when training institutions were asked on the possibilities of providing training in the future for this category of society, no one indicated any willingness to provide special training programs for this category.

With regards to various training programs to increase job enrichment provided by institutions providing education and training programs, in general (6) programs to increase productivity provided by four institutions providing training (civil society organizations) trained about (1014) trainees for the years (2012-2014). The duration of training programs to increase productivity provided by the institutions of training between (4-15) training hours. Those programs of 10 hours duration represent the largest number provided, whereas the number of trainees who participated in programs for increasing productivity with duration of 5 hours was the highest reaching (47%) of totally trained during (2012-2014).

It should be noted that these programs are exclusively available in the central region of the country, and provided civil society organizations, namely: Pharmacists Association, and the Jordanian hospital society, Nursing Association and Al-Oun Health society.

Depending on the data provided by the private sector institutions and academic institutions working in the health sector, the size of total demand for professionals of this sector for the years (2015-2017) is around(6,245) employee demanded. As for academic scientific Qualification demanded for this period, it has reached the demand on BSc degree (1,248) for the year 2015. but the size of demand decreased to (1244) in 2016, and is expected to decrease to (1,076) in the year 2017. In the Ministry of Health institutions total demand stood at (3034) jobs for years (2016- 2017), this means that aggregate demand is (9279) employment opportunity.

In general, there is a demand for the years (2015-2017) for legal nursing secretaries, and pharmacists, It should be noted that need for new employees on the basis of business expansion, which is reason for being optimistic that increase in the size of demand for employees in the health sector for the years (2015 -2017) is a result of the expansion in this sector by (45%) rather than being only amounting to rotation result of job (24.9%).

The results of the study indicates that when owners of health care establishments where asked about the most demanded skills within the health sector, they indicated that the skills in providing nursing services, basic health care required by people entrusted to be taken care of, it follows that legal nursing profession and the skill to deal and interest with employees and patients in secretarial profession, the skill to prepare

pharmaceutical chemicals items, and provide an appropriate and safe drugs for patients. Furthermore providing the best dispensing of prescriptions with regards to pharmacist profession. These are all important skills which must be present in all these profession this calls upon providers of educations and training to focus on including and adopting theses skills in their training programs.

On the other hand, the number of employees with disabilities (176) employees working exclusively in the central region from a total of (60,614) employees in the sector, they account for (0.29)% only, noting that no people with disabilities are employed in the Southern Region. In addition the results of the study show that a small percentage of health institutions have accepted in the recruitment of people with disabilities in this sector, where the number of firms that employ people with disabilities (81) out of the (4376) firms, at rate of (1.9%). As for the gap between supply and demand for people with disabilities, the results of the survey have shown that there are (94) firms in the health sector are ready to provide (106) employment opportunity. furthermore, it should be noted that none of the disability persons graduated from any institutions providing education and training, since there are no special training programs are available for this group of people, for reasons that the work requirements in some health sector professions does not coincide with the condition of some persons of the disability group of society. Which calls for the necessity to provide suitable training programs for this group.

The study results indicate that what amount to (71.7%) of the health establishment do not face any difficulties in recruitments, and if any difficulty exists, the source of such difficulty is a shortage of employees who possess the required skills, or the academic qualification, in addition there is a shortage of employees who possess the values and positive

attitudes towards work. furthermore to as the methods used for recruitment, the study shows that direct employment through personal connections was the most widely used method reaching (77.2%). To explain the reasons that recruitment through direct personal contacts was the most powerful mechanism among other recruitment methods in the health sector. it is necessary to note here that the source for the information collected in this study is working institutions in the health sector, these institutions are either be a large establishments (hospital) or small establishments (private clinic) or medium size establishments, since the small establishments , representing (93%) of working establishments in the health sector, the appointment methods utilized by these clinics accounts for the larger percentage of such methods. But keep on mind working in the Ministry of Health hospitals are appointed by the Civil Service Bureau, whereas recruitment is done in university hospitals advertising for the job openings.

When business owners were asked about difficulties and challenges facing the health sector, (23.5%) of them answered that higher taxes affect the sector performance, whereas (16.7%) of them indicated that low of financial benefits affect the sector performance , and about (15%) of business owners indicated that migration is an important challenge. in addition (14.9%) of business owners linked the difficulties and challenges to the weakness and shortcoming of administrated laws and regulations which affect the sector performance.

From the above we conclude that the existence of a large numerical gap estimated at (15,748) which represent excess supply. this means that the market is able to absorb a (37.1%) only from the supply size, whereas the remainder (% 62.9) will be unemployed. This indicates the absence of good planning for supply as the providers training institutions are

concerned in all the various training programs demanded. Furthermore It is noted from the results of the study the existence of excess supply in most of medical specialization, therefore; there is a need to direct general medical practitioners towards these specialization.

With regard to technical skill, which emphasized the need for employers to provide employees in the work locations and those being prepared for recruitment, these skills are for the most part included in the educational and training programs provided. However, according to business owners the employees don't have these skills.

In light of the results of this study, it should be recommended to focus on the above mentioned skills when preparing employees. These skills can be summarized as follows: providing nursing services and basic care skills required by individuals entrusted to be taken care of administering medical prescription management and executing doctor instructions, to cooperate with all members of the medical establishment to care for public health and disease prevention care and rehabilitation of patients in the profession of legal nursing, the skill of the ability to good dealing with employees and patients approaching secretarial sections, and the skill of effective communication with the patient and provide pharmaceutical adequate counseling, skill preparation of pharmaceutical chemicals, and the provision of appropriate and safe drugs for patients, and promote the optimum dispensing of them in the profession of pharmacist, and the skill required to monitor patients constantly, and observe and record any complications and reporting in associate nursing profession, and finally the skills of administering labor effectively in the career of, "specialists in midwifery" .

You can meet the existing demand through continuous training programs, and the expansion of raising efficiency and diversification of programs which are customized and specific in nature to a large point. In addition, the study confirm the necessity that institutions providing education and training to focus on this demand, and to ensure the provision of the required training programs from business owner and for all region in the kingdom. These programs can be integrated into existing programs, or implemented as courses/programs for raising the technical efficiency.

Based on all of the above , the study recommends the followings :

1. The Ministry Of Labor to take the responsibility in cooperation with the Employment – Technical And Vocational Education And Training Council (ETEVT), The Ministry Of Health , The Higher Health Council , The Higher Medical Council , The Higher Education Council and all related institutions to commission a national group to outline sectoral policies in the field of education , training and employment of Jordanian labor force in the health sector .
2. It is a must that policy planners in the field of employment , education and training take into consideration the reflections of existing political and economic condition on the future expectations of business owner .

It is worth mentioning here that large firm owners (hospitals) expected an increase in the size of demand for their services for the (2015 – 2017) period, However small firm owners expected no change in the size of demand therefore , it is necessary to provide suitable number of professions working in the health sector which are consist ant with the expected demand size .

3. The institutions providing education and training to take the responsibility of the followings :
 - Review and improve required and demanded training programs in the health sector which are suitable for health institutions requirements and needs .
 - Incorporate lively , pioneering and supportive skills for employment as a compulsory package in the training programs.
 - To cancel or freeze any educational or training programs not demanded in the labor market for the health sector .
 - Redirect educational and training programs for doctors and dentists.

By focusing on the level of specialization for them and not on the basis of general practioner. This can be done by specifying admissions in the bachelor degree level for the above majors, and expand in admissions in the specialized level.
 - To ask the Ministry Of Health and public and private institutions to expand the medical services provided to include general practitioners, legal nurses in schools and industries and expand dental services to institutions and suitable centers.
4. To conduct new studies which include the Royal Medical Services and the International Health Institutions which were not included in the present study.
5. To stop expanding policies of establishing medical dentistry and pharmacy colleges in Jordanian universities.
6. To establish the minimum average grade in the secondary education (tawjihi) examination or its equivalent to be (85%) for those who wish to study general medicine and surgery, dentistry, pharmacy, and pharmacy doctor in Jordan and outside.