



Public Sector Reform Strategies for Enhanced Health Worker Service Delivery in South African Urban Hospitals: An African Perspective

Nkosikhathi Khumalo¹, Siphon Mandela²

¹ Department of Research, University of the Witwatersrand

² University of the Witwatersrand

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Correspondence: nkhumalo@gmail.com

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Author notes

Nkosikhathi Khumalo is affiliated with Department of Research, University of the Witwatersrand and focuses on Business research in Africa.

Siphon Mandela is affiliated with University of the Witwatersrand and focuses on Business research in Africa.

Abstract

Public sector reform in South African urban hospitals is crucial for enhancing health worker service delivery. A mixed-methods approach, including interviews with stakeholders, quantitative data analysis of hospital records, and qualitative observations. Urban hospitals experienced a 20% increase in operational efficiency after implementing targeted training programmes for healthcare workers. Public sector reforms that include targeted training and performance incentives are essential for better service delivery in urban hospitals. Introduce regular health worker training, implement structured performance evaluation systems, and allocate sufficient resources to support these initiatives.

Keywords: *African Geography, Public Sector Reform, Health Worker Policies, Urban Hospitals, Mixed Methods, Stakeholder Analysis, Service Delivery Enhancement*

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