

THE BUCHAREST UNIVERSITY OF ECONOMIC STUDIES

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**STUDY ON THE INFLUENCE OF HUMAN RESOURCE
MANAGEMENT ON THE QUALITY OF HEALTHCARE
SERVICES ÎN ROMANIA**

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SUMMARY

This thesis is the result of research on the influence of human resources management on the quality of health care services in Romanian hospitals. In the current scientific context, the concepts of employee performance, employee satisfaction and institutional support perceived by the employees are particularly important elements, both for the individual and for healthcare institutions.

This research includes an investigation of the specialized literature, which highlights current trends, as well as gaps in existing research and studies the correlations between employee performance, employee satisfaction and institutional support experienced by employees.

Thus, we have highlighted through this paper which are the levels of performance and satisfaction perceived at work by Romanian medical professionals, we have identified the factors that influence these levels and we have determined the elements that mediate the relationship between performance and employee satisfaction.

The conclusions of the thesis suggest that the efficient implementation of human resource management not only increases employee satisfaction and the institutional support felt by the employees, but also contributes to the increase in the quality of healthcare services by increasing the level of employee performance.

The results obtained constitute a solid starting point for increasing the quality of healthcare services in Romania through a professional human resource management. Also, through this paper are identified future research directions regarding the influence of human resource management on healthcare services.

Keywords: human resource management, healthcare services, performance, satisfaction, institutional support, quality, medical services.

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