

THE USE OF OBSERVER EVALUATION OF PERFORMANCE AS A  
METHOD OF TRAINING PROGRAMME EVALUATION

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This paper describes the use of observer evaluation of interaction between Assistant Medical Practitioners (AMPs) and patients as a method of individual performance evaluation, and the collective performance profile as a method of assessing training programme effectiveness.

Research methodology

Thirty graduates of the AMPs training programme were evaluated. History taking, examination, and attitude were studied by direct observation of ten patient - provider interactions. Performance was rated on a five point scale. Results were expressed as an average for ten interactions and compared with an ideal performance profile.

Results

Acceptable performances were obtained in the areas of general history taking, examination of the cardiovascular and respiratory system and attitude to patients. Performance was poor in personal and family history, examination of other systems and explanation of disease and drugs.

Discussion

Poor performance may be due to inadequacies in training, resources, motivation or supervision. Study of these indicate that motivation and supervision are lacking.

Conclusion

This method is useful for evaluation of individual performance, for use as a method of programme evaluation it should be combined with a study of the job situation, motivation and supervisory structure.

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