

TITLE A Quantitative Examination of the Relationship between Leadership Practices and Leadership Effectiveness in Personal Care Aide Job Satisfaction and Turnover and Customer Satisfaction in the Home Healthcare Industry

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OBJECTIVE The purpose of this research was to examine the relationship between leadership practices and performance and productivity performance metrics in the home healthcare industry.

METHODOLOGY

The population were leaders of PCA (personal care aide) employees at 389 home healthcare locations, of which 205 participated (53% response rate) by completing the Leadership Practices Inventory and providing demographic information. The home healthcare companies provided archival performance data on job and customer satisfaction scores. Fifty-eight percent of the respondents were men, and 93 percent were Caucasian. Eleven percent were 30-39 years old, 29 percent age 40-49, 41 percent age 50-59, 15 percent age 60-69, and 3 percent age 70+. Nearly all had either a college (46%) or graduate (36%) degree. In terms of years of employment at their current organization 23 percent had 5 or less years, 20 percent 6-10 years, 27 percent 11-15 years, 16 percent had 16-20 years, and 4 percent had 20+ years.

KEY FINDINGS

Enable was the leadership practice with the highest frequency score, followed by Model and Encourage, and then Challenge and Inspire. Statistically significant correlations were found between PCA job satisfaction and PCA services customer satisfaction and the overall LPI-Self score. The correlation between employee turnover rates and the overall LPI-Self score approached statistical significance ($p < .055$).