

']FIV 8LVIEWX MR ,IEPXLG
LS[SVKERMWEXMSREP GY
LSWTMXEPW... G]FIV VIWM

Marselia Tan
Department of Health Policy

1SHIVR XIGLRSPSK] LEW FVS YKQLEOYWTXUQMIURHYWXV] TEVXMC
MQTVSZIQIRX MR WTIIH ERH I~~MRMIRBEPKS~~ IMRPSVLHIV XS JSVQY
W]WXIQW [LMPI EPWS MRGVIEW~~W@NEXW~~ `W~~Y@W~~ SUTAX M~~B~~MP~~M~~X]X
XS G]FIV EXXEGOW 7XMPP JVIWL MR QIQSV] MW XLI
;ERRE'V] EXXEGO EJJIGXMRK QISGIYX~~W~~ PZ~~D7~~ € FRXEON @ @ Z%
SVKERMWEXMSRW •VMWOMRK TEXMIRXW... WEJIX]
HMWVYTXMRK WIVZMGIW ERH GVIEXMRK LYKI
½RERGMEP HEQEKI 'VYGMEPP] LIEPXLGEVI MW XLI
SRP] WIGXSV MR [LMGL WSYVGIW SJ XLVIEWX EVI
QSVI SJXIR MRXIVREPP] HVMZIR VEXLIV XLER JVSQ
SYXWMHI [MXL IQTPS]II...W EFYWI SV QMWYWI SV
HEXE EW [IPP EW LYQER IVVSVW GSRXVMFYXMRK XS
XLI MRGVIEWIH VMWO 8LMW MQTPMIW E W]WXIQEXMG
weakness in the organisational culture in
[LMGL IQTPS]IIW SJ LIEPXL W]WXIQW [SVO
%W XLI HMVIGX GSRWIUYIRGI SJ G]FIV EXXEGOW MR
LIEPXL W]WXIQW GER LEZI MQQIHMEXI LEVQ SR
TISTPI...W PMZIW MX MW MQTSVXERX XS MHIRXMJ] [LEX