

## ABSTRACT

MAS is an international airlines with 17,766 employees. These employees and their families enjoyed a combination of free and subsidised medical services. Premiums for hospital coverage of the employees were paid by the company while those of their families of employees were subsidised.

The problem was increasing medical cost. An exploratory study was conducted to identify the demographic characteristics of the health care provider and the consumer and to generate new ideas for improvement of the health services in MAS.

The results showed that while the operating hours of the clinics seemed to be adequate, there was insufficient trained nursing staff. Although the clinics seemed to have adequate investigative equipment, most of them lacked emergency resuscitation facilities. There was insufficient health promotion by the doctors. Most of the doctors in the study did not have training on occupational medicine. There was clear opposition to health maintenance organisation and the capitation form of payment.

The MAS staff seemed to have a low perception of their job and health. There was low level of satisfaction with the health benefits although there was a relatively high utilisation of the health services provided. There was a relatively high rate of doctor 'hopping'. The respondents paid insufficient attention on maintaining their well-being.

Recommendations were made to have appropriate selection and monitoring of the health care providers, establishment of medical protocols, utilisation management, quality management, improvement of record keeping, implementation of a health information system and promotion of health.