

Summary

On 1 January 2007 the law social support (WMO) has become effective in order to realise an improvement of quality of care. From this moment, municipalities are responsible for the social support for their citizens. The area of the homecare is in development, because the setting-up of the WMO provides uncertainties: municipalities indicate for the cheapest way of care, which can be almost only provided by the cheapest, unqualified employees. The original 'domestic aid' employees will lose their job. Even the rules to introduce the competition have been more flexible which have a result that the competition increase among new service companies. There are also fluctuations in the need of staff; this is dependents of the invitation to tender. Each two years there is a new tender, so depending on the result of this tendering, there is a varying need for staff in an organisation. This study is a descriptive survey of the impact of the law social support (WMO) for the policy regarding personnel for homecare institutions. Homecare institutions must improve their strategy so they can compete with other service providers, to be able to win tenders. These developments require flexible organisations which can anticipate on the surroundings to survive. In health care the most important production factor is labour. So if an organisation wants to create a flexibility strategy there have to be flexibility on labour. In this report have been several forms of flexibility described and analysed which assumed that flexibility can support an organisation to develop a flexibility strategy to survive in the competitive market. However empirical research shows that flexibility in this case is very complicated. Employees react negatively to each type of flexibility. It appears cumbersome to seduce employees to be flexible. However an organisation not only have to for fill the needs of the personnel, but also has do for fill the requirements from the surroundings and the organisation interests. External influences require that organisations are flexible. For this reason, it can be necessary when employees can not be seduced to be flexible, force them to be flexible! Service providers want to be able to survive as an organisation, so they have to take this measures.