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The first part focuses on the protocol of the study grouping the research problem, the hypotheses showing the factors that could affect the performance, the study is cross-analytical with a mixed approach that takes place over a period of 03 months.

The second part is devoted to the material and methods namely a questionnaire, an observation grid and a documentary analysis, in order to have more relevant results which will allow to propose recommendations for improvement of the performance.

The collection and analysis of data has made it possible to extract several results that affirmed our initial hypotheses.

The discussion of these results leads to the conclusion that several factors influence the performance of surgeons at the CNSS Hay Hassani polyclinic, notably the mode of remuneration and the quality of management.

At the end of the recommendations were proposed to the managers to improve these dysfunctions.

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