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Human Resource Management in Hospital Organization Analysis

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I. LITERATURE SURVEY

Human resource Management (HRM) is the new era many government policies have been introduced. There has been greater emphasis on IT organization for HRM regulation, this paper examines the analysis of Human Resource Management in Hyderabad, Telengana state . There has been one research conducted in area of Delhi regarding the management of medical staff , the report bought out certain issues regarding working hours , pay scale and generated awareness [1].

II. RESEARCH GAP

Despite significant research on Human Resource Management, there is lack of understanding of the HRM policies in the health care sector. There has been both data and knowledge gap regarding the HRM.

III. RESEARCH OBJECTIVE

This research has been undertaken to analysis the human resource management in the health care sector. To gain better understanding of how well it is been working , what are the drawbacks and possible solutions .

IV. RESEARCH METHODOLOGY

This research has been conducted by using Survey methodology, it is way where pre designed questions were given to medical staff and they had to chose the best option . The data was statistically analyses and presented in this paper

V. RESEARCH QUESTIONS

1) How is the medical staff being hired and what is the procedure for contract ?
2) Do medical staff feel motivated to the mission and vision of the company?
3) How is the pay scale, according to the market or not ?
4) How is the workplace management of the hospital organization?
5) Is everyone given equal opportunities in the organization ?

There has been a tremendous increase in the area private hospitals; in the Financial Report 2020 seventy percent of market of hospitals was private hospitals. The increase must be just not in numbers but also in qualitative growth which attributed in terms services offered to the patients, the policies governing the organization , the opportunities offered for growth , the decision making power , the democratic nature and the list goes on . Any kind of organization in any kind of sector requires Human resource policies, which can be defined as Polices, Programs, and Principles which govern the human conduct in total. Polices are underlining philosophies and vales of an organization which govern how an employee must be treated in an organization, from these principles are derived which tells how a manger must act when entertaining with the employee of an organization.

Human resource Management is key to unlock the success in any organization. The reason being the people who are the real asset, their skills and knowledge must be used in the best way possible to get the optimum output. Behind ever product or service there is human mind, which has to go through set of procedure like Selection, Training, and Motivation appraisals etc. These policies and systems are usually formulated by top level mangers and implemented via second level managers, their main goal is to provide work friendly place to employees who in turn provide the best service or products which will help organization to achieve their goal. These policies which implemented must be constantly modified according to the social, politically, cultural, economical environment of the organization.

[1] A study of human resource policies and practices for primary health care system in Delhi , Dr Pawan Kumar 2016

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Health care sector or the medical sector is one of the fastest growing economies in terms of GDP around the world. India has been awarded free polio certificate by World Health Organization. There have number of Initiatives taken by government with respect to Medical Industry. The planning commission has allocated $ 55 billion under 12 th five year plan to Ministry of health and welfare which is 3 times the previous plan .According to the data released by Department of Industry policy and promotion , the medical Industry attracts 11 crore worth Foreign direct Investment . The growth of any kind of organization will be attributed to the people who run the organization; the International importance of medical sector of India is because of the Doctors and other medical practitioner staff .To sustain this level of growth, the employees or the Medical Practitioners working in the organization must be constantly regulated according to the growing needs and demands, which is called Human Resource Management. This paper examines the level of management in private medical sector and its growth and achievement through survey methodology. The survey has been conducted in 6 hospitals located in Hyderabad which are known to offer the best services to the people

Doctors or the medical staff being the employee of a private hospital organization must not be overlooked, they require equal emphasis as and an employee of an Information Technology Organization would be receiving. It has been reported in the survey conducted in different top rated five star hospitals around Hyderabad, 75 percent of total carefully evaluate human resource management. The five main elements of the human resource management for any hospital around the world are Recruitment, Workplace maintenance, Employee development Performance Appraisals, Salaries and Bonus.

VI. THE POLICY OF RECRUITMENT

The survey has shown that recruitment or the selection policies are near to perfect. Each Individual has a designated required skill and qualification as according the Medical Board India. The basic for any person is MBBS degree. The special fields like Neurology, Oncology, Dermatology requires its own set of specifications. All organization in the city where survey has been conducted is following the legal rules and regulation regarding the selection. The most important thing there must be equality and transparence while selecting a medical practitioner, the same set of procedure must be followed for everyone who works at same flied.

While hiring there must be transparency of Information from both sides the employee and the employers. Since the employee who are the Doctor works in workplace where the infections are possible through contact of blood in Laboratories and Surgeries. The doctors should disclose all their health record which will remain completely confidential. Many hospitals don't gather this information as they feel the privacy of doctors will be questioned. The organization should also detail the doctor or the medical staff all the by laws, rules, regulation and consequences.

"Making the best out what we have "is a special tactic which the managers must look when hiring new employee into the hospital organization. There has to be a record maintained of the number of employees being hired and leaving to maintain a proper ratio. Other element which major hospitals over look is the work being done by current employees, it has been recorded in few cases where the number of employees are more , so work per person becomes less . It is crucial to have quality quantity in way resources are utilized properly.

Contract drafting after the employee is hired is important as this decides the the doctor position in the organization. The survey has shown that contract drafting is both rigid and flexible. Rigid in terms of rules and regulation, flexible where the employee could decide the working hours, which filed.

The policy of non discrimination should be encouraged, lower cast, tribal, gender should be banned at all cost. It has been shown that private hospitals hire people based on skill and not on anything else as they are looking mainly at offering best services to people. India had to Introduced Article 18 to abolish untouchability, lower cast people could not drink water from the wells if High cast people drank from it . Our nation has moved from that kind of particles to place a where lower cast doctor treats high cast patient with no discrimination , all possible because of the Human resource Management . This also drived automatically to one more important element of work place maintenance which is Equal opportunity , everyone must be on equal leveling field no one is superior than other based on gender, sex , caste . All the policies procedures will be equally applied with no discrimination

VII. THE POLICY OF WORKPLACE MAINTENANCE

The second element is work place maintenance, Diversity Management Discipline, Dispute Resolution, Working hour's system is part of this. The feeling of We is developed through regulation of work place management, which drives people to the vision and mission of the organization. Diversity management polices accepts that there are differences due to the fact that different doctors come from varied geographical political social background , the manager tries to gain from the differences by creating a productive environment where everyone talent feels valued .

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Due to the differences and in general disputes are bound in any organization; doctors are also part of that. It has been shown that in the survey all hospitals have dispute resolution system, 60 percent of them working efficiently while the rest have time delay. The physical elements of the maintenance are sanitization, cleaning after surgery; proper clothes are taken care perfectly by every hospital according to the survey conducted. All doctors have rated 8 to 10 on the scale of 10 for physical maintenance.
Discipline refers to code of conduct which has the employee expectation on how he or she has to behave in certain situation and what are the consequences if not followed , should be properly contracted to avoid disputes later ,

VIII. THE POLICY OF SALARY AND BONUS

The salaries are one of the best managed in private sector, there is no organization maintaining their salaries across the hospitals, but each and every organization around the city have maintained a salary according to the market and made sure each and every doctor is happy with it. This was not there in our country back 10 years , it is achievement that we are progressively moving forward to nation which is balancing needs and wants properly .
The process of becoming a doctor is long journey from passing the NEET entrance exam to the Post graduate exam; they need to receive incentives to work better like any other human. After working long hour on shift due to emergence, a bonus makes their work to be validated and noticed. According to the research survey every prefer financial reward over non financial rewards, in my opinion both are important. Money can be the factor for working as doctor but should not be the only factor for working. Non financial reward like best doctor of month or receiving award should also be important motivating factor for working better. Many hospitals have managed to reach to the expectation of employees for awarding them financial due to huge profits private hospital is making since last decade.
After a employee is hired there should be constant effort for growing them as person which includes both professionally and personally. A personally development directly or indirectly effect the organization through employee behavior, an unmotivated individual can spoil the entire work flow so it is essential to regulate both. Personally work life balance and general motivation is required.
Work life balance is policy which emphasis on the organization capacity of an organization which allows an employee to work outside the working area such as children care , special leave for elder care . This policy allows setting guidelines and creating flexibility such that both are managed efficiently. Every organization requires being flexible for promoting the work life balance.

IX. THE POLICY OF EMPLOYEE DEVELOPMENT

The policy refers to 360 degree development of everyone in the organization. It takes a team effort to implement a training policy. Workers, supervisors, and human resources should all work together to create a culture of continuous professional development (CPD). Workers are in charge of seeking out new learning opportunities. It is the responsibility of managers to coach their teams and identify employee development needs. The HR Department is in charge of organizing workshops, seminars, and refresher courses to keep employees educated and up to date on the newest developments.
Training can be delivered in a variety of ways. The training delivery method chosen must be cost-effective in terms of delivering the training outcome. The majority of training will be offered in a combination of the following formats: Training sessions in a formal setting (individual or corporate).

1) Internal and/or external experts provide training.
2) On-the-job education (OJT).
3) E-learning.
4) Participation in conferences/seminars.
5) Assignments in rotation.
6) Pre-employment education.
7) Apprenticeship education.
8) Assist with continuing education.
9) Employee mentoring and coaching.
10) Work shadowing.

According to the survey 40 percent of medical staff receive employee development, rest have stated that they develop them personally by expanding their own knowledge.

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X. CONCLUSION

India is 7 Th largest countries in the world; it has abundant resources which generate great potential when tapped properly which is done via human effort, so the real asset of people is Human Resource. The survey analyzed can be concluded that Human resource Management in health care sector in Hyderabad is exceptionally good, there are few things like Employee Development which organization should pay more attention to.

Contemporary organizations are transitioning from monolithic, vertical, homogenous, slow-paced structures to divergent, horizontal, centralized, heterogeneous, flat, network-based, fast-paced structures. Hospitals must also be aware of and sensitive to changing times and expectations. They should be multifunctional, multidisciplinary, and multispectral; develop think-tank skills; swiftly disseminate new information and capacities; and have a reservoir of people expertise.

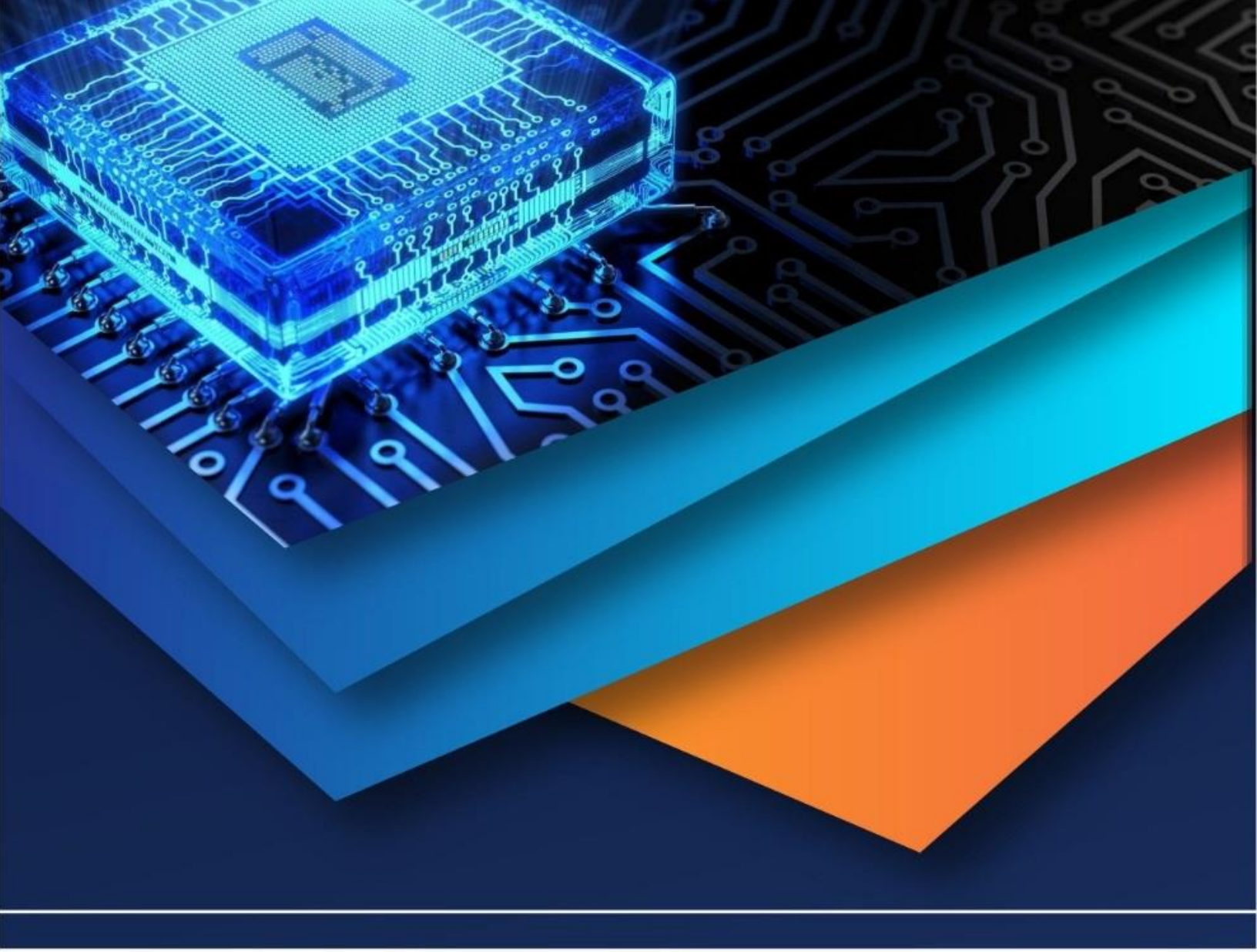
People today do not want to be "used" by an organization as a "victim" or "pawn." They want to feel ownership over the resources they own, to believe that the tasks they accomplish have a major impact on others in the organization, and to believe that they are meaningful to them. They expect to be enabled to make their own decisions and to work in an environment conducive to learning and personal development.

Due of the dynamic nature of the human element, managing human resources at a hospital is a highly difficult job. Because human resources determine the fate of hospitals, a well-organized HRM department is required. The HR functionary is a dynamic, formally certified professional who knows the hospital's need for personnel and prepares the overall HR strategy, which includes procuring, developing, compensating, integrating, managing, and separating the hospital's human resources.

Nowadays, emphasis is placed on the transformation from personnel philosophy to human resources philosophy, also known as "from control perspective to commitment perspective." Such transformation is required in existing hospitals in order to gear this resource for efficient and effective hospital operation.

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