

## **THE ROLE OF HUMAN RESOURCE MANAGEMENT IMPLEMENTATION IN LARGE PRIVATE HOSPITALS OF REWARI IN HARYANA**

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### **Abstract:**

Health care is how an upcoming field in most cities in India. Including Rewari is the Brass city of Haryana. Modern Hospitals which provide the latest medical facilities how employ thousand of personnel including medical para medical and support staff managing this waste Human Resources Working in these Hospitals is a major challenge as it require round the clock Human resource support . The human resource management processes and practices in three large Hospital Rewari assessed. These hospitals cater to a large no of patients not only from Haryana but also from the surrounding states like as Rajasthan , Punjab ,Uttar Pradesh detailed report on the human resources management processes and practices which can be undertaken in the large hospital of Rewari has been prepared on basics of nationally adopted process and practices. These have been presented in this paper and would be of used to maximum health care facilities in NCR/HARYANA.

**Keyword :Health care, HRM processes and implementation , HR support to health care , large hospital's .**

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## **Introduction:**

Human Resource Management (HRM) is a relatively new approach to managing people in any organisation. People are considered the key resource in this approach. It is concerned with the people dimension in management of an organisation. Since an organisation is a body of people, their acquisition, development of skills, motivation for higher levels of attainments, as well as ensuring maintenance of their level of commitment are all significant activities. These activities fall in the domain of HRM.

Human Resource Management is a process, which consists of four main activities, namely, acquisition, development, motivation, as well as maintenance of human resources.

Scott, Clothier and Spriege I have defined Human Resource Management as that branch of management which is responsible on a staff basis for concentrating on those aspects of operations which are primarily concerned with the relationship of management to employees and employees to employees and with the development of the individual and the group.

Human Resource Management is responsible for maintaining good human relations in the organisation. It is also concerned with development of individuals and achieving integration of goals of the organisation and those of the individuals.

Northcott considers human resource management. This means focused Human Resource planning, recruitment, selection, placement, training, development, performance, appraisal, Compensation administration, incentives, employee benefits, social security, industrial relations, employee grievances, collective bargaining, personnel records and accounting and many other fields directly and indirectly related to management of Human resource. According to (Nils 2013) the important role that Human Resource Management activities play in the operation's of a health care Organization. Human Resource can be applied to any activity of the operations of an organization regardless of the industry. The role of HRM as briefly discussed has different functions in the health care management these are including legal and ethical issues of the treatment, health and safety of employees and patient's career in health care, labour Union's in health care, Job analysis and design, recruiting and selecting employees,

employee benefits , training and motivating employee's , employee's benefits , training and motivating employee's and terminating employee's strategic planning , including labour budget and forecasting , is addressed because of the contribution of HRM to successful strategic planning . Emerging and current trend's in Human Resource Management are also discussed . The increased diversity of the Patient and employee , the effect of technology and the Globalization of the economy on health care delivery , the new trends of medical tourism and the increased focus on accountability in the delivery of service and team work education are exciting changes in health care , which Ultimately will improve patient care.

### **Objective of the Study :**

#### **The main objective of this study:**

1. To assess the Human Resource Management processes and implementation in to large Hospital's of Rewari .
2. To bring out the specific problem's in health care HR in large Hospital's of Rewari .
3. To prepare a detail proposal on the processes and the operations which can be undertaken in large Hospital's .

**Methodology:** The three large Hospital's in which the present study was conducted were :

#### **1.MEERPUR INSTITUTES OF MEDICAL SCIENCES**

#### **2.METRO HOSPITAL**

#### **3.PUSPANJALI HOSPITAL**

In this assessment was carried out on the basics of the primary and secondary information based on the personal visits of one of the author to these large medical facilities which cater to Hundreds of IPD (INDORE PATIENT'S DEPARTMENT) and OPD(OUT PATIENT'S DEPARTMENT)

**4.Process and practices:** On the basics of this preliminary study the following processes and practices are being adopted in these large hospital.

**The main functions of the HR department is recruitment , training ,man power management ,general administration**

**4.1. Recruitment Function :** The recruitment function include collection and sorting of the resumes as per the advertisement given in the Newspaper or the Website , conducting of the interview session which is conducted by HR manager and the Nursing Staff like staff nurses and ward attendant's , conducting of the interview session for the new medical staff is conducted by the medical superintend and the chairman of the Institute along with the support of the HR department . The appointment letter is issued by the HR department on the basic of the interview and mentioning of the salary which the candidate will receive after the signature from the account section of the organization . There after the appointee join's and is placed in the Hospital.

**4.2 : Training function :** Training facilities are excellent in two Hospital's but in one hospital it is average . The training facilities include the following topic's health by given , safety policy , Bio-medical disposal , Hospital safety policy , fire safety management/ Disaster management patient safety .

**4.3: HR Management Function :** General administration function include protocol , attendance , security , safety , bio-medical wastes , labour , government regulations concerned with labour and other matters.

**5. Conclusion's and Recommendation's :** Based on this assessment of the three large Hospital's in Guru gram city the following conclusion 's and recommendation's can be draw an :-

**A :** HR function are very important in all Health care facilities

**B :** The HR process and procedure are fairly good in the Hospital's which have come up recently which that of the older health care facility is also good and is in the process of being strengthened .

**C :** HR policy is important for all health care facilities as it is the guiding document for Human Resource Management.

**D:** HR department need's strengthening and constant updating in line with those of the corporate sector .

Based on these conclusion and recommendation's the HR processes and practices which may be adopted in larger health care facilities in Rewari are:

1. The HR department need's to be an integral part of the top management of these health care facilities so that HRM input's and support for attaining the mission and vision of the organization are available at the maximum levels.
2. The organization structure of the HR department should comprise of the Director as Head , HR Manager , Assistant Manager 's and a number of HR executives looking after recruitment , labour , vigilance , Government rule and regulations .
3. Regular training at the indication's and in service level need to carried out as frequently as possible both within the Country and abroad .
4. Round of the clock HR support to the functioning of the Hospital's is required because of the nature of the work of the Hospital's
5. Human Resource Management modules may be introduced in brief in the training programmes for the medical and Para-medical staff.
6. The health care Organization also need to have a strong grievance redressal mechanism both for the staff and user's of the facilities . This should be inbuilt in the HR policy.
7. Each Hospital's should have a HR policy drawn as per International and National practice's and standard's . This should include human resource planning , recruitment , selection , placement , training , development , performance appraisal , Compensation administration , incentives , employee benefit's social security , industrial relation's . Before Adoption this policy need's to be discussed with stake holder including staff , patient and other's . This policy can then become the basic document for HR practices and processes in the organization , though it would need to be revised from time to time.

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