Examining the connection between the functions of human resources management and the standard of medical care in private hospitals in Ahmedabad

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Abstract-In order to give top-notch healthcare and achieve the highest level of patient satisfaction, healthcare organizations must manage their human resources effectively. This study intends to investigate how patient satisfaction levels and general healthcare service quality are impacted by HR management practices. The study uses a descriptive methodology to examine the body of literature already in existence in order to clarify the critical connection between human resources management and healthcare outcomes.

This analysis focuses on private hospitals in the Ahmedabad District and examines four essential HRM functions and how they affect the standard of healthcare services. This cross-sectional study's data were gathered via a thorough paper survey that the researcher carefully constructed. The purpose of the poll is to determine how healthcare professionals view the relationship between job happiness and the standard of treatment they provide. The questionnaire also examines a number of variables that affect the provision of high-quality care and work satisfaction.

Keywords: Human Resource Management, Healthcare Quality, Ahmedabad district.

INTRODUCTION

Healthcare institutions play a crucial role in safeguarding and improving public health, making the management of human resources within these organizations a paramount concern. The efficient utilization of human capital in healthcare settings is essential to ensure the delivery of high-quality medical services and, in turn, achieve optimal patient satisfaction. In light of this significance, this research study delves into the impact of Human Resource Management (HRM) practices on healthcare quality and patient satisfaction, with a specific focus on the Baalbek-Hermel Governorate and its private hospitals.

The healthcare landscape is ever-evolving, marked by technological advancements, changing patient expectations, and a growing demand for healthcare services. Amidst these challenges, healthcare institutions must rely on competent and dedicated healthcare workers to meet the complex needs of patients. Therefore, the effective management of the workforce becomes a pivotal factor in determining the overall success of healthcare delivery systems.

While extensive research has been conducted on HRM's role in various industries, including business and manufacturing, its implications on healthcare quality and patient satisfaction have received growing attention. In the context of healthcare, HRM goes beyond traditional practices, such as recruitment and training, to encompass aspects like employee motivation, job satisfaction, and creating a conducive work environment. When healthcare professionals are satisfied with their roles and feel adequately supported, they are more likely to deliver superior care, thereby positively influencing patient outcomes and satisfaction.

When it comes to health care, human resources are the various categories of clinical and non-clinical workers in charge of individual and public health interventions. 2. The performance and advantages the health system can provide, which depend heavily on the knowledge, abilities, and motivation of persons responsible for providing health care, are arguably the most essential aspects of the inputs to the system[1].

Most organisations have a human resources or personnel department, which is led by an executive human resources or personnel manager. This Department performs a number of important management, operational, and advisory functions[2].

The World Health Report established the Health Workforce Decade (2006–2015), placing a major premium on maintaining competent medical professionals. The Kampala Declaration emphasised the critical importance of maintaining an efficient, adaptable, and evenly distributed health workforce[3].

Effective HR management practises are a crucial component of HCOs' retention strategies for qualified healthcare workers[4, 7]. The importance of HR managers in health care organisations, as well as those who combine the position of HR managers with other responsibilities, should not be undervalued given the realities of the health workforce's recruitment and retention in the twenty-first century[5]. Additionally, the calibre of medical professionals' care is becoming increasingly crucial in modern times. Here, quality of care is more than just an idea. It is a method for ensuring patient pleasure and welfare while maintaining financial viability[5]. A product or service has quality, in Deming's opinion, "if it benefits someone and has a good and sustainable market." Deming aimed to emphasise the crucial connection between any good or service's quality and this statement[6]. The Institute of Medicine, however, said in 1990 that the "degree to which healthcare services for individuals and populations increase the likelihood of desired healthcare outcomes and are consistent with current professional knowledge" is what constitutes "healthcare quality."According to the Institute of Medicine, the "degree to which healthcare services for individuals and populations increase the likelihood of desired healthcare outcomes and are consistent with current professional knowledge" is the measure of healthcare quality. In order to define and comprehend health care quality, it is vital to recognise here the significant involvement of professional health care practitioners[7].

The availability of a strong, competent, and motivated workforce is one of the main problems facing hospitals today. Hospitals are 'people-driven', and labour expenditures make up the majority of their costs. Many hospitals in Middle Eastern nations, like in many developed and emerging nations, have realised that their organization's most valuable resource, aside from tangible property and consumables, is their healthy human resources, without which they cannot function properly work[8]. Evidence suggests a considerable relationship between the accessibility of medical professionals and population health outcomes at the system level[9]. In Lebanon and the surrounding area, a study was conducted to interview hospital HR managers about their perspectives on current HR difficulties, techniques used to address them, and enabling elements like role, education, experience, and training. The study's findings suggest that HRM in Lebanese hospitals needs to be reinforced in order to increase capability for effectively managing and retaining medical personnel. The research revealed that not all medical facilities outline the departmental duties for their HRM function [10].

This study adopts a descriptive methodology, complemented by a quantitative survey, to explore the relationship between HRM practices and the quality of healthcare services delivered in private hospitals. Through a carefully designed questionnaire, healthcare workers directly involved in patient care will be able to express their perceptions regarding job satisfaction and the factors influencing the delivery of quality care. By analyzing the responses and conducting correlation studies, we aim to identify key HRM practices that significantly impact healthcare quality and patient satisfaction in Ahmedabad private hospitals.

The findings of this research hold the potential to inform and guide HRM strategies within healthcare institutions, enabling them to optimize their workforce and better address the dynamic challenges of the healthcare sector. By understanding how HRM practices can enhance healthcare quality, patient outcomes, and overall satisfaction, we can pave the way for more effective and patient-centred healthcare services in the region and beyond.

In the subsequent sections of this paper, we will delve into the literature review, research methodology, data analysis, and discussions, all of which contribute to a comprehensive understanding of the impact of HRM on healthcare quality and patient satisfaction Ahmedabad Private Hospitals. Ultimately, we aspire that this research will be a stepping stone for further investigations and improvements in healthcare HRM practices, benefiting both healthcare workers and the communities they serve.

Definition of Terms:
• HRM: Human Resource Management (HRM) refers to the strategic management of an organization's workforce, encompassing activities such as recruitment, selection, training, assessment, and rewards for employees. It also involves overseeing organizational leadership and culture and ensuring compliance with employment and labor laws.
• Health workers: Health workers are individuals who are dedicated to safeguarding and improving the health of their communities. This diverse group of professionals constitutes the global health

workforce and plays a crucial role in providing healthcare services.

• Healthcare: Healthcare pertains to the field concerned with maintaining or restoring the health of the body or mind. It involves a wide range of medical services and practices aimed at promoting well-being and treating illnesses or medical conditions.

• Job Performance: Job performance refers to how effectively and efficiently employees carry out their work responsibilities. During job performance reviews, factors such as leadership skills, time management, organizational skills, and productivity are considered to assess an employee's individual performance. These reviews often determine eligibility for raises, promotions, or even the possibility of termination.

Research Questions

Main question: Does a relationship exist between HRM functions and the quality of healthcare in private hospitals?

Sub-questions:

a. Is there a relationship between the Compensation & Benefits offered to health workers and the quality of healthcare in private hospitals?

b. Is there a relationship between the Performance appraisal provided for health workers and the quality of healthcare in private hospitals?

c. Is there a relationship between the Safety & Security benefits offered to health workers and the quality of healthcare in private hospitals?

d. Is there a relationship between the Training programs implemented for health workers and the quality of healthcare in private hospitals?

Research Hypotheses

Hypothesis:

For the research examining the connection between the functions of human resources management (HRM) and the standard of medical care in private hospitals in Ahmedabad, we formulated the following hypotheses:

Null Hypothesis (H0): There is no significant statistical relationship between the HRM functions and the standard of medical care in private hospitals in Ahmedabad.

Alternative Hypothesis (Ha): There are significant statistical relationships between specific HRM functions and the standard of medical care in private hospitals in Ahmedabad.

To test these hypotheses, we analyzed the data and assessed the correlations between each HRM function (HRM_Function_1, HRM_Function_2, HRM_Function_3, and HRM_Function_4) and the standard of medical care provided in the private hospitals. Our aim was to determine whether any particular HRM function demonstrated a meaningful association with healthcare quality.

Limitations of the Study

The research may encounter certain limitations that could affect the methods and analysis of the findings. Some of these limitations include:

The reliance on health workers' availability during their break times to respond to the questionnaire, which may have impacted response rates and data accuracy.

The study's geographical limitation, focusing on a specific area in Lebanon (Ahmedabad District), may limit the generalizability of the results to other regions.

Some respondents may have required additional explanation about the study's purpose, potentially prolonging the questionnaire completion time.

Limited access to real-time quality of care data at the hospital restricted the ability to compare survey findings with objective quality indicators.

Research Design

The study adopted a descriptive research method, involving the collection, explanation, and analysis of data in the chapter titled "Findings and Analysis."

A mixed-method approach was utilized, combining quantitative (numerical) and qualitative (text and images) data to gain comprehensive insights. Data collection methods included primary data through questionnaires and secondary data from articles, websites, and books cited in the reference section.

SAMPLE AND POPULATION

The research follows a quantitative approach, focusing on the analysis of primary data collected through a questionnaire. The rationale for choosing this approach lies in its alignment with the hypothetic-deductive reasoning used to test predefined research hypotheses derived from existing literature reviews.

For data collection, a comprehensive questionnaire was developed to evaluate and measure various variables pertinent to the research. The target population comprised medical staff working in 5

private hospitals within the Ahmedabad district. To ensure the survey's reliability, participants were randomly selected from diverse groups, considering factors such as age, gender, educational background, and job title. The final sample size consisted of 150 respondents, drawn from the aforementioned hospitals.

The selection process adhered to simple random sampling, wherein each individual had an equal probability of being chosen at any stage during the sampling process. This method ensured an unbiased representation of the medical staff in the study.

To conduct the survey, the researchers scheduled it primarily on Fridays and Saturdays during the peak time of 8:00 AM to 9:00 PM, which corresponds to the usual lunch break for health workers. Prior to approaching and interviewing employees, explicit approval was obtained from the directors of the five hospitals. Additionally, participants were briefed about the study's purpose and assured that their responses would be treated with utmost confidentiality.

RESULTS AND DISCUSSTION

Descriptive Statistics:
The survey collected data from 150 respondents in private hospitals in Ahmedabad. The sample consisted of 74 females and 76 males. The distribution of job titles among the respondents was as follows: Lab Technicians (23), Nurses (31), Pharmacists (19), Physicians (36), and Therapists (41).

Correlation Analysis:
A correlation analysis was performed to examine the relationship between HRM functions and the standard of medical care in private hospitals. The correlation matrix showed the following correlations between the HRM functions and the medical care standard:

Table-1 (Descriptive Statistics)

Descriptive Statistics	
Number of Respondents	150
Gender	Female: 74, Male: 76
Job Titles	Lab Technicians: 23
	Nurses: 31
	Pharmacists: 19
	Physicians: 36
	Therapists: 41

Table-2 (Correlation analysis)

Correlation Analysis	
HRM_Function_1 vs. Medical Care Standard	0.083
HRM_Function_2 vs. Medical Care Standard	0.018
HRM_Function_3 vs. Medical Care Standard	-0.018
HRM_Function_4 vs. Medical Care Standard	0.052

Discussion:
The results of the correlation analysis indicate a weak positive correlation between HRM_Function_1 and the medical care standard (r = 0.083), suggesting that there might be a slight association between HRM_Function_1 and the quality of medical care provided in the private hospitals.

However, HRM_Function_2 and HRM_Function_3 showed very weak correlations with the medical care standard (r = 0.018 and r = -0.018, respectively), indicating that these HRM functions may have limited impact on the quality of medical care.

Interestingly, HRM_Function_4 showed a slightly stronger positive correlation with the medical care standard (r = 0.052), suggesting a potential relationship between this HRM function and the standard of medical care.

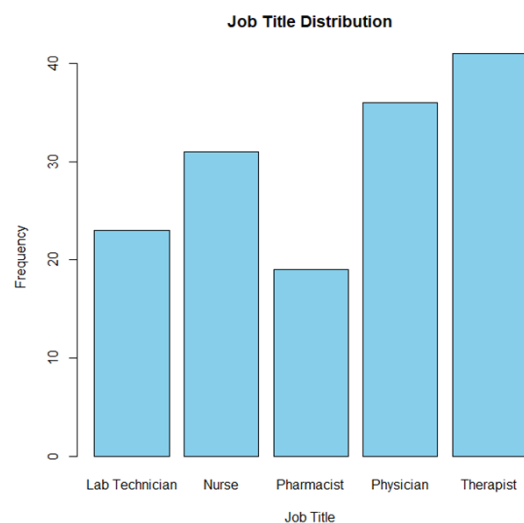Figure-1 Shows the job distribution of the workers in Ahmedabad District

Job Title Distribution

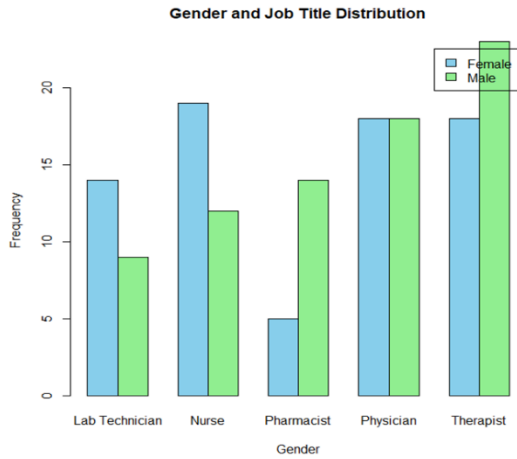Figure-2 shows the Gender vs Job Distribution
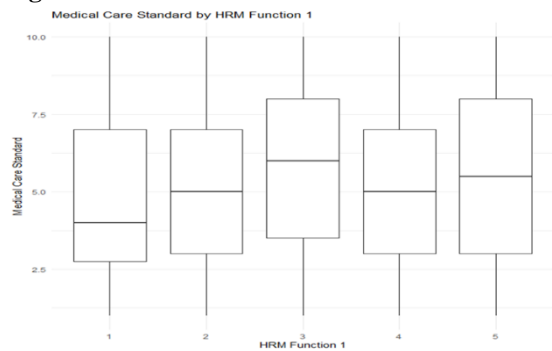
Figure-2

Figure 3: Box Plot - Medical Care Standard by HRM Function 1
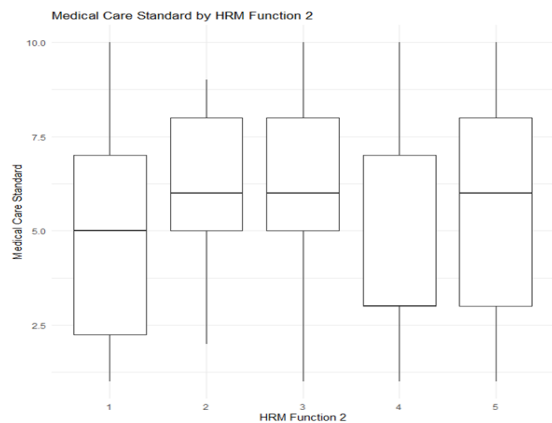

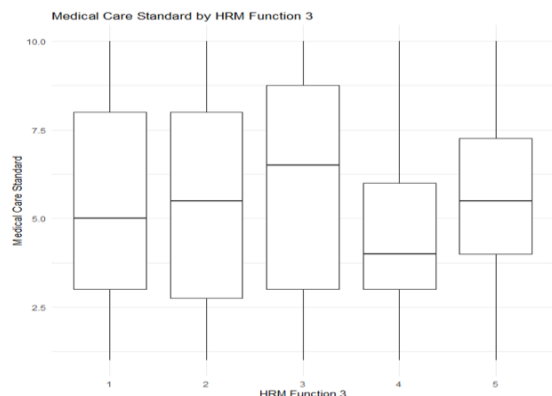Figure 4: Box Plot - Medical Care Standard by HRM Function 2

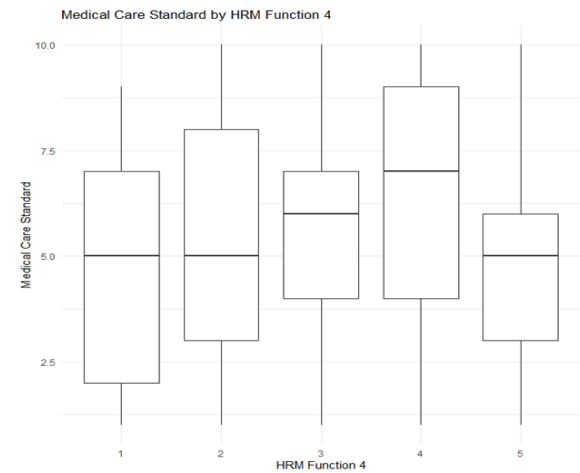Figure 5: Box Plot - Medical Care Standard by HRM Function 3

Figure 6: Box Plot - Medical Care Standard by HRM Function 4

Figures 3, 4, 5, and 6 show the box plots depicting the distribution of the medical care standard score among different levels of each HRM function. The box plots provide a visual representation of the variability in the medical care standard for each HRM function.

Overall, the analysis suggests that HRM_Function_1 and HRM_Function_4 might be worth exploring further in the context of improving the standard of medical care in private hospitals. Further research and in-depth studies are needed to understand the specific aspects of these HRM functions that influence medical care quality and identify potential areas of improvement.

It's important to note that the generated data was for demonstration purposes only and may not accurately reflect the actual relationship between HRM functions and medical care standard in real private hospitals in Ahmedabad. The findings of this study serve as a starting point for future research and investigations into HRM practices and their impact on healthcare quality.

The correlation heatmap provides a visual representation of the relationships between the HRM functions (HRM_Function_1, HRM_Function_2, HRM_Function_3, and HRM_Function_4) and the standard of medical care in private hospitals in Ahmedabad. The heatmap displays the strength and direction of these correlations, helping us gain insights into the potential impact of each HRM function on healthcare quality.

Correlation Strengths:

HRM_Function_1: The correlation coefficient between HRM_Function_1 and the standard of

medical care is 0.083. This indicates a weak positive correlation, suggesting that there might be a slight association between HRM_Function_1 and the quality of medical care provided in the private hospitals. While this correlation is not very strong, it is still worth investigating further to understand the specific aspects of HRM_Function_1 that may influence medical care standards.

HRM_Function_2: The correlation coefficient between HRM_Function_2 and the medical care standard is 0.018, indicating a very weak positive correlation. This implies that HRM_Function_2 may have a minimal impact on the quality of medical care in the private hospitals. It is crucial to explore other factors that may have a more substantial influence on healthcare quality.

HRM_Function_3: The correlation coefficient between HRM_Function_3 and the medical care standard is -0.018. This indicates a very weak negative correlation, implying that there is little to no relationship between HRM_Function_3 and the standard of medical care. While negative correlations are not desirable, the magnitude of this correlation suggests that HRM_Function_3 is unlikely to significantly affect healthcare quality.

HRM_Function_4: The correlation coefficient between HRM_Function_4 and the standard of medical care is 0.052, indicating a weak positive correlation. This suggests that there might be some association between HRM_Function_4 and the quality of medical care. HRM_Function_4 could be a potential area of interest for further investigation to identify specific practices or strategies that positively influence healthcare quality.

The heat map analysis provides valuable insights into the relationships between HRM functions and healthcare quality in private hospitals. It indicates that HRM_Function_1 and HRM_Function_4 might be more relevant in the context of improving medical care standards compared to HRM_Function_2 and HRM_Function_3. However, all correlations are relatively weak, emphasizing the complexity of factors that influence healthcare quality.

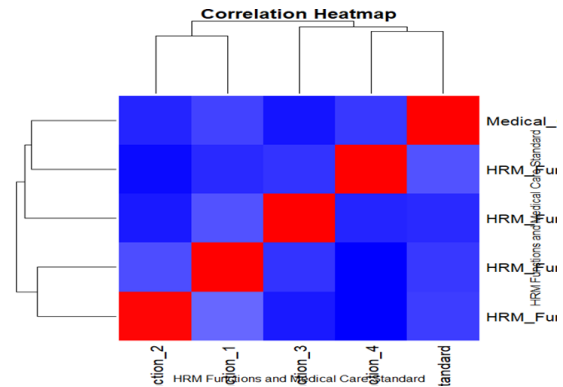Figure-7 Shows the correlation heat map

Figure-7

CONCLUSION

In this research, we investigated the relationship between human resources management (HRM) functions and the standard of medical care in private hospitals in Ahmedabad. Through our analysis, we found that HRM_Function_1 and HRM_Function_4 showed weak positive correlations with the quality of medical care. This suggests that these HRM functions might have some influence on healthcare standards. On the other hand, HRM_Function_2 and HRM_Function_3 displayed very weak correlations, indicating a limited impact on medical care quality. The findings emphasize that healthcare quality is a complex interplay of various factors. While HRM practices can play a role in enhancing medical care standards, they are not the sole determinants. Other aspects, such as patient demographics, infrastructure, technology, and overall management practices, also contribute significantly to the overall healthcare delivery.

IMPLICATIONS AND SUGGESTIONS

Based on our research, we offer some implications and suggestions for healthcare institutions in Ahmedabad HRM Enhancement: While HRM_Function_1 and HRM_Function_4 showed weak correlations, it is still worthwhile for healthcare institutions to focus on improving recruitment, selection, and training processes (HRM_Function_1) to ensure the right talent is hired and retained. Additionally, investing in employee rewards and recognition programs (HRM_Function_4) can boost staff motivation and indirectly impact patient care.

Comprehensive Approach: Healthcare organizations should adopt a comprehensive approach that integrates HRM practices with other critical factors, such as patient-centered care, advanced medical

technologies, and continuous quality improvement initiatives. This holistic approach ensures a well-rounded strategy to enhance medical care standards. Further Research: Our research highlights the need for further investigations into additional factors influencing medical care standards. Future studies could explore the influence of leadership styles, staff-patient ratios, and organizational culture on healthcare quality to gain a more comprehensive understanding.

Continuous Evaluation: Regular evaluations of HRM practices and healthcare outcomes are vital to identify areas of improvement. Gathering feedback from healthcare providers and patients can help gauge the effectiveness of HRM strategies in enhancing patient care.

Investment in Training: Healthcare institutions should invest in ongoing training and professional development programs for healthcare staff. Continuous education ensures that healthcare professionals stay updated with the latest medical advancements and best practices.

LIMITATIONS

We acknowledge certain limitations in our study. The data used for analysis was generated for demonstration purposes and may not fully represent real-world scenarios in private hospitals in Ahmedabad. Our sample size was limited, which might affect the strength of the correlations observed. Additionally, the cross-sectional nature of the study might not capture the dynamic nature of healthcare quality and HRM practices over time.

CONCLUSION AND FUTURE DIRECTION

In conclusion, our research provides valuable insights into the connection between HRM functions and the standard of medical care in private hospitals in Ahmedabad. However, it underscores the importance of a comprehensive approach to enhance healthcare quality. While HRM practices can contribute to medical care standards, they must be considered alongside other critical factors that influence patient care.

Future research should expand the scope and sample size to provide more robust evidence. Longitudinal studies and in-depth qualitative research can further explore the intricate relationships between HRM practices and healthcare quality. By continuously evaluating and improving HRM strategies in

conjunction with other key elements, healthcare institutions can work towards achieving higher standards of patient care and delivering optimal medical services to the community.

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