

## THE DIFFERENTIAL ASPECTS OF HOSPITAL MANAGEMENT

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### ABSTRACT

*It is a widely acceptable fact that none of the organisation can work or make its decision or make collection of its resources or make the synchronisation of its activities or manage the people or resources or cannot do the performance assessment of its all human power unless a proper management exists in the organisation. The today's business environment continuously makes an interaction with external environment. An organisation gets lot of Inputs or resources such as man machine, material, labour, information and supply, and their prediction to the outside world, economical or political changes or technological changes which take place or haven't take place is not possible without management. In the last few decades the new challenges has come in the front of modern organisations and their management as well and that is why to make a management of all these resources and unknown challenges the management has to obtain a detailed understanding of every kind of management principle, policy or technique. Every researcher or student understands the system or management philosophy from their own perspective but the basic concept of management is common for everyone. This can be defined as the management of the act of collecting the people so that a collective use of resources can be obtained with the proficiency and successfully. With the continuous increase in the population a lot of efforts is to be put by the government to improve the medical system facilities but still they are not as much as sufficient and that is the reason why the hospital in private sectors and healthcare providers comes into the picture and also provides and participate in making improvement the health structure of the state of Rajasthan. We observed that both kind of sectors which is private and public are working together for the development of Medical system for health of Jaipur City of Rajasthan. People are undoubtedly aware of both public and private service medical system sectors but here we have to be impartial in stating the fact that in some of the cases private sectors are better but in some of the cases the government sectors are performing much better.*

**Keywords:** Population, Improvement, Health, Structure, Human, Economy, Development, Status, Proficiency.

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### Introduction

Health administration or administration of medical system services is one of the most emerging field which makes or set up a connexion between an individual and the qualities of their leadership or management with a public Medical system for health and the different networks of the hospitals. Health or the well being of an individual or a society is undoubtedly an essential part in the development process of human asset which undoubtedly plays a very crucial and critical role in making the improvement of the conditions of human being which are undoubtedly one of the major part of any economical of environment of the country. So undoubtedly every development achievement in any of the economy or industry or country should make a focus on personal possessions of that particular sector the expanded

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or improved medical system facilities will definitely provide improvement for the status of economy of rural area and the poor individuals and will definitely assist in making the increment in obtaining the total output. This undoubtedly wishes a better management level of any organisation. In this first chapter the researcher has made an effort or endeavour to make an argument on the topic with its sub parts such as the importance of administration and management of hospitals, making evolution of hospitals, the turning or changing conceptual aspects of hospital and the role of hospital administration, functionality of hospital management, an assistance to the hospital to make a clear picture of quantity of available public and private clinics or hospitals and the number of beds available in the hospitals of Rajasthan in the area of Jaipur. For any health system of any place or state it is an essential requirement that proper hospital services along with the treatment of people is properly managed in the today's scenario. An effective or economical hospital service undoubtedly helps in the faster recovery of the disease of the people and their mental health.

### **Management of the Health System – The Changing Aspect**

With the objective of achievement of this goal number of substantial resources and Inputs with the reorganisation of their setup and resettlement of management and administration has been incurred and a huge amount of capital has been invested towards medical system expenditure with various options of basic medical system facility and the state management in the externally assisted projects in the present circumstance a medical facility even a small one is a big foundation for medical system and gives extensive persistence remaining. Providing the regular medical system is not sufficient and there is also a need for emergency medical facilities for a proper social and medicinal organisational system which must have a capacity in providing the entire population a complete medical system both in the nature of remedial and preventive and the administration of medical system or hospital must be such that it is able to set up a connexion with family members in every kind of situation. An emergency clinic is a kind of a facility for preparing the health labour or workers for providing fast services to the bio social environment. From the organisational and administrative perspective any hospital or a clinic is generally for the people residing in this particular area or city. Any hospital or medical system centre is generally have four different parts such as an operation theatre, medical care team's chambers, beds or rooms for the patients and sting facility for the medical attendance along with other employees. There are some more parts or sub parts of the system which includes a school for preparing the new medical practitioners or expert's. Availability of research facilities a medical store and nourishment distribution centre, blood donation centre and undoubtedly accounting division and administration system this whole healthcare organisation is known as hospital.

### **Objective of Study**

An hospital or healthcare facility is indispensable part of the society and is a kind of restorative association which has capacity to accommodate the people of that country or state or city for their better health and providing them better healthcare facilities. Its main work is to ensure that corrective as well as defensive medical treatment is provided to the all patients and a continuous communication is set up between the hospital management and the relatives of the patients and hospital is the part of the management of whole country and that is why it need its own management so that better well being with specialty can be provided to the patients. The management or the board of directors shall keep planning and keeping or developing a situation in which the people working in the medical or hospital are cooperating and providing predictive output the administration capacity continue in the every part of the hospital and the management is required to work properly as it works in case of any other organisation.

### **Review of Literature**

**Amira, Elleuch. (2008)** The study had been undertaken with the objective of finding out the level of the satisfaction at the hospitals of the Japan the quality of the service of the medical system of the Japan has been estimated with different attributes of physical characteristics and the process system the case which has been undertaken by them was sanitariums process and there are different characteristics including the attributes of physical aspect and different appearances they observed that the people of Japan are definitely rehabittance which they are focusing on the process of delivery and different aspects has been undertaken for the purpose of measurement such as the speed with which services are provided and the quality level of the working team of the medical system of the hospital.

**K K Anand (1996)** His book which was on clinical management another perspectives has attracted the various basic substances of human facility services establishments arranged by the members in administration course by the health management committee of Bombay the focal point of

their study was making an essential administrative issues and different ideas and procedures of the administer they have taken the viewpoint from the various therapeutic angles such as the pathological and radiologist administration the administration of the nursing staff management of the blood banks and all other essential services which are directly or indirectly related to the utilisation of Ideas the book has also mentioned specifically that there are the few recommendations regarding the declination of utilisation of administrative ideas and their better policies with the enhancing healing capacities and nursing homes.

**Lin, D.J. et al. (2009)** the ideal behind his study was checking the usability and psychometric factors of SERVQUAL model on Lasik surgery. Another ideal was chancing out fidelity, anticipation and perception relationship involved in Lasik surgery by using SEM styles. 463 cases attending Lasik surgery was successively studied. SERVQUAL grounded questionnaires were rendered to them. Latterly, ANOVA, factor evaluation and correlation test were applied to find characters of service quality. The findings bared that there passed service quality gaps in the Assurance, Empathy and trustability confines.

**Markovic, S. et al. (2014)** intended to assess the impact of service quality on satisfaction of guests in the medical system sector grounded on an empirical exploration. The result of the evaluation indicated that cases entered a satisfactory position of healthcare on all SERVQUAL confines and fidelity aspect was also good. The study also verified about the mileage of the model in respect of validity in area of assessing quality in the health sector.

**Parvez, A. Mir. (2011)** He has observed that the people are very much conscious about their health and undoubtedly they expect a good quality of medical facilities not only from the private sector hospitals but also from the public sector hospitals with the objective of predicting and percolating a good image the health care centres or hospitals must have to give a focus for developing the strategies for handling the different cases in the opinion of the researcher it is possible only when a set precedence has been making in the collaboration and announcement of the quality in the various different departments of the hospital.

#### **Hypothesis for Study**

- H<sub>0</sub>1:** Null Hypothesis: There exists no difference which is significant in the satisfaction level of interviewee with the accommodation facilities available and other infrastructure facilities available in both the kinds of hospital.
- H<sub>0</sub>2:** Null Hypothesis: There exists no difference which is significant in the satisfaction level of interviewee from the personnel working in both the kinds of hospital.

#### **Research Methodology**

The research methodology is a process which is used to conduct the research. In our study the population is all the public hospital in private sectors which are located in Jaipur City of Rajasthan and the entire population of Jaipur City of Rajasthan and the city Jaipur is the highest city of Rajasthan state in terms of population same as India Rajasthan is the highest state of India in terms of geographical density. In the past few years a lot of expansion has been taken and seen in the healthcare facilities in Rajasthan along with the expansion in the population a large number of the population of Jaipur City along with its adjoining rural areas numerous health problems due to the pollution or the life cycle is existing.

#### **Source of Data**

We have used both primary as well as secondary data for the purpose of our study. The questionnaire had been designed in an open ended manner to obtain the responses of interviewee. We have also collected opinions of different staffs of the hospital and those government officers who are engaged in the medical services or medical departments of the government. The questioner have been used to make a collection of the data which contains different formats so that different variables can be analysed an inquiry can be made for the perceptions of the sample interviewee.

#### **Sampling Technique**

The researcher has used both descriptive and analytical research format to develop the hypothesis and making the testing with the major focus on comparative study of government and private sector hospitals.

### Sampling Design

We have taken a sample of 300 respondents for conducting the survey out of which 100 respondents are from private sector hospitals and 100 are from public sector hospitals. We have selected three public sector hospitals and three private sector hospitals for the purpose of selecting the respondents. The respondents include the patients or their relatives the sample has been taken by the stratified random sampling method.

### Results and Analysis

From the below table it can be observed that observed value of the calculated mean of response of the interviewee of the hospitals of public sector is 2.0142 which is less than the observed value of mean of the hospital in private sectors. The value of the standard deviation is 0.57103 which is higher than the value of the SD of hospital in private sectors. Hence the results show that response of interviewee from Hospitals in private sector is more consistent as against the responses of interviewee from public hospitals. We can also say that the interviewee of hospital in private sectors is found to be more agreed from the personnel working.

**Table 1: Group Statistics**

Group Statistics					
	Type of Hospital	N	Mean	Std. Deviation	Std. Error Mean
Doctor responsive conduct	Hospitals of public sector	100	2.0142	0.57103	0.05715
	Hospital in private sector	100	5.1747	0.35145	0.03578

Below t-statistic table indicates or shows that the P-value for the test undertaken is 0.000 which is less than the standard value of 0.05. Hence we can say that the null hypothesis **“There exists no difference which is significant in the satisfaction level of interviewee with the accommodation facilities available and other infrastructure facilities available in both the kinds of hospital”** w.r.t. to the nature of hospital is rejected and we can confer that variation exists in the opinion of the interviewee as far as the personnel working in the government and hospital in private sectors is concerned.

**Table 2: Independent Samples Test**

Independent Samples Test										
		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	T	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower		Upper
Doctor_ Responsive conduct	Equal Variances assumed	23.846	0.000	46.848	198.00	.000	3.14785	0.06784	-3.24516	-2.89851
	Equal Variances not assumed			46.848	161.745	.000	3.14785	0.06784	-3.24714	-2.89657

### Conclusion

We have observed that the citizens who prefer to go for to hospital in private sectors they have a mindset or perception in positive manner for hospital in private sectors then the substitute of public sector hospitals. This inclination may be because of result of the amenities provided in those hospitals and a perception that all equipments used there or a finest quality and latest but their cost is quite high and they are sometimes over priced and costly. This fact cannot be ignored while making conclusions. The number of facilities or the levels of personal care and concern rendered to the patient in the hospital in private sectors is undoubtedly undisputable. Because of these high quality and high cost services rendered in the hospital in private sectors makes it the preferable choice to the patient who are capable enough to afford these cost. No one wants to have any kind of risk or danger to their life and this might create a kind of dilemma in the head of patient and his relatives. They feel that a negligence on part of medical care team or nursing staff at the hospitals of public sectors may exists. Since a Hospitals in public sector is completely managed and run on the funds provided by the government and everything including the fees of medical care team and the medicines or equipments are managed according to the

government budget. Hospitals in public sector is a preferable choice to various peoples who are not rich enough to afford the cost despite of their illness at the seriousness of the disease. It will be very sarcastic to note that a Hospitals in public sector is completely controlled and governed by the government which is sometimes have additional funds as compared to any private organisation or hospital. Still they are not intentionally willing to offer those levels of services that can be managed. This might be due to the fact that government has a limitation or restrictions on the budget allocation to the medical system sector and it also has to spend a lot of amount on other aspects such as education or economy or defence.

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