

MANAGEMENT OF THE HOSPITALS: AN ANALYTICAL EVALUATION OF THE HOSPITALS IN JAIPUR

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ABSTRACT

The hospital management and its administration is an activity which provides a direct connexion or linking between the medical system facilities and the people who are providing these services. This is basically a kind of procurement and making available the resources is a one stop for every kind of the professional of medical sector and the top management of the hospital's administration and their decisions along with the overall health system and the patient care system of Management. The hospital management and administration is a rational source where every individual has been assigned and located with critical responsibilities. In any hospital along with the those people in the top management who are making a continuous study and evaluation of the situation of management of the hospital or other related research targets. The administration of the clinical aspects like any other administrator undoubtedly plays different roles for their patients and for the organisation as well as for the community and the family members of the patients. Number of issues including the emergency comes into existence hence their management is required severely at all the point of time. Various issues are raised which can be solved only when proper hospital management exists. Today's hospitals are not only providing the healthcare services but they are also providing an education and developing the new medical professionals with their association of Medical College. Hence the hospital administration or management has to carry out the overall administration of hospital with the objective to carry out every function of management like planning organising directing staffing and controlling. This research work is undertaken with this objective to make a finding that how management of the hospitals are lacking and how it can be improved.

Keywords: Hospitals, Management, Research, Services, Professionals, College, Policies, Planning, Treatment.

Introduction

The Rajasthan is a state in which the mortality and morbidity rate is quite high and the health expenditures are not at the very higher levels and hence this makes difficult for any state to provide health services with the quality. Hence there is a need for making an advancement of the health facility with the proper qualified staff and following the norms. The research is very important and significant in making a solution of various functional and planning related problems of both sectors of hospital that is private and public of Jaipur. This research will going to help in formulating various economical policies and will be beneficial for government as well as for society. It will also lead to the various scientific and differential thinking and will definitely help out in making a logical reasoning in a very organized manner. It will be helpful in making a proper distribution of all health services towards every area of Jaipur City. The significance of this research also stands in the fact that it makes or provides facility of Health Development and better practices in the area of medical treatment availability. Research is also important from the social service point of view as it will help the non government organisations to make

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an improvement in social services for better medical treatments. This research is undoubtedly beneficial for public as well as common citizens. This research will going to be significant in providing better medical services

Objective of Study

We all know that a research cannot be undertaken unless there is some motive behind the study. Every study requires some kind of aim or objective and in the same way this study has also been undertaken with some chosen important objectives. The objectives for which this study has been conducted are rendered as below:

- To make an evaluation of the perception and responsive conduct of interviewee regarding the responsive conduct of medical care team in the hospitals.
- To make an evaluation of satisfaction level of interviewee from the services rendered by the nursing team in both kind of the hospitals.
- To make an evaluation of satisfaction level of interviewee from the diagnostic services rendered by both the kind of hospitals.
- To make an evaluation of satisfaction level of interviewee from the intensive care unit services rendered by both the kind of hospitals.
- To make an evaluation of satisfaction level of interviewee with the accommodation facilities available and other infrastructure facilities available in both the kinds of hospitals.

Review of Literature

Ahmed, S. etal. (2004)The sample of 50 two different patients he tried to make an evaluation of the status of different health services for making the measurement of their satisfaction level with the quality of services provided in the hospitals however their opinion was in the fever and they concluded that the situation of hospitality facilities are satisfactory.

Andaleeb (2001)He has put an effort to make a comparative analysis of the quality of the services provided by different nature of hospitals in the different cities of Bangladesh the researcher has made an opinion that the hospitals which are in the management of private sector do not get any subsidy from the government and that is why they are more interested or leading to provide better quality of the services as compared to the public sector hospitals the difference of the perceptions as far as the quality of different facilities provided and the difference of the demographic features are different in private and public hospitals.

Chahal, H. (2008)He has described various aspects relating to the fidelity as the relationship of it with the quality of the service is to be given in the various civil hospitals of the Ahmedabad City of Gujarat he has taken a sample of 200 different cases from different segments or departments of the hospital by using various statistical tools a comparison has been made between different kind of activities relating to the fidelity of the patient and the quality of the service in their study they have given a recommendation that there is a need for making a lot of development so that the quality can be made perfect of entire health care staff he has also suggested some recommendations for various operational activities accounting activities and surgical related activities.

Dave, Darshana etal (2015)He has made analysis and examination of ultimate impact of those services and the quality of those services on the fidelity level of the client in the hospitals which are run or operated or managed under the private control for the purpose of their study they have taken the sample only from the private hospitals in the state of the Gujarat with the help of different statistical methods such as T test by variate metal model univariate model or used and with the help of a correlation technology they have selected various factors which specifies and concludes that selection of an hospital by a patient depends on different factors such as the infrastructure of the hospital and what is the reputation or credit worthiness of the hospital in the market.

Gauret al. (2011)They made their study with the intention to find out the level of fidelity as well as the level of confidentiality of the staff working in their health care sector with the help of an open ended structured and systematically designed questionnaire various factors have been analysed through the observation on the trust factor and validity factor for the evaluation of the data the statistical technique used in this regression analysis was the evaluation factor which has been concluded with the objective of making suggestions in the different veritably significant factors which could help in developing a better relationship between the patients and the hospital and health care team but this could increase the fidelity aspects.

Jawahar, S.K. (2007) The researcher has conducted his study and has obtained various conclusions where he found that the public hospitals are providing good governance but still there is a problem of better service quality the private hospital has their good image because of better satisfaction level they provide to their patients He established the fact that almost all the cases which they have agreed with the discussion with the customer including the arrangements for the transportation and support for the guidance including the care for the nursing staff he also said that by making an increment in the patient services they have also concluded in their study that understanding of the response of the patient will definitely be useful in making announcement to the level of the quality.

Khan et al. (2012) aimed at measuring the service quality effectiveness in commercial hospitals using AHP. Careful exploration design was developed and for collecting data, a structured questionnaire was applied. After data collection, a proper logical study was done with the help of well advanced SERVQUAL model. Piecemeal from that an AHP tool was also espoused. After the evaluation, the result turned out that the ranking of the confines have to be done to achieve stylish service quality.

Krishna Dipankar, Rao et al. (2006) aimed at developing a dependable and valid scale to measure the perception on quality of services among inpatient and rehabilitants, in colorful hospitals in Uttar Pradesh. The result bared that for the in- cases, geste of the staff scored highest impact on satisfaction of cases, followed by variables similar as; approach of the croakers, availability of drug, information on drugs and sanitarium structure. But, for the rehabilitants, the highest impact on general case satisfaction was the croakers' geste, followed by vacuity of drug, structure of the hospitals, geste of the staff and medical information.

Hypothesis for Study

Ho1: Null Hypothesis: There exists no difference which is significant in the views of respondent regarding the responsive conduct of medical care team in the hospital

Ho2: Null Hypothesis: There exists no difference which is significant in the satisfaction level of interviewee from the services rendered by the nursing team in both kinds of the hospital

Research Methodology

The research methodology is a process which is used to conduct the research. In the research methodology various series of steps or actions which are required or essential for performing the research are included. These steps or activities may overlap each other in some of the cases instead of falling in a standard manner in any research methodology falling concepts or aspects are considered.

Source of Data

We have used both primary as well as secondary data for the purpose of our study. Questionnaire has been designed for the purpose of collection of primary data. We have also used different sources of secondary data such as the published data by the central and state government various books or magazines or newspapers have also been taken for use we have also visited various websites for better data collection.

Sampling Technique

Descriptive method of sampling has been used for the purpose of the study with the help of the probability sampling so that an unbiased sample can be chosen.

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 3.8952 which is less than the observed value of mean of the hospital in private sectors. The value of the standard deviation is 1.08968 which is higher than the value of the SD for 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 services rendered by nursing staff.

Table 1: Group Statistics

| Group Statistics | | | | | |
|---------------------------|----------------------------|-----|--------|----------------|-----------------|
| | Type of hospital | N | Mean | Std. Deviation | Std. Error Mean |
| Doctor responsive conduct | Hospitals of public sector | 100 | 3.8952 | 1.08968 | 0.1099 |
| | Hospital in private sector | 100 | 7.1525 | 0.90356 | 0.0956 |

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 from the services rendered by the nursing team in both kinds of the 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 services rendered by the nursing team of the government and hospital in private sectors is concerned.

Same as null hypothesis **“There exists no difference which is significant in the views of respondent regarding the responsive conduct of medical care team in the hospital”** w.r.t. to the nature of hospital is rejected

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 | 1.751 | 0.194 | 23.962 | 198.00 | .000 | 3.38561 | 0.14210 | -3.56660 | -3.15915 |
| | Equal variances not assumed | | | -23.568 | 197.02 | .000 | 3.38561 | 0.14210 | -3.56172 | -3.09568 |
| | | | | | | | | | | |

Conclusion

It is undoubtedly acceptable fact that health is a very significant factor in the entire configuration of overall human asset development which will undoubtedly plays a very important role in making a recovery of various qualities possessed by human beings who are the most energetic component of the whole economical progress. Hence to make an assessment of developments made by a country must also include the impact of position of human wealth of that nation. A good health will definitely make an improvement in the economical status of those who are underprivileged and will definitely help in expanding the total output but this requires a better management of the hospital and the services rendered by the hospital. Hence in this chapter we have made an effort to make a discussion on the concept of hospital and the management of the hospital, their progress, the functionality of hospital superintendents along with the functionality of the administration of hospital and the various services of hospitals, so that we can put forward a depiction about various public and hospital in private sectors in Jaipur. The services are provided by the hospitals are undoubtedly very valuable for the health of community for the better and fastest revitalization of disease, efficient and effective hospital services are

a necessity. With the expansion of the whole population the efforts put by the government undoubtedly are not enough and that is why the hospital in private sectors and health care outdoors may come forward to involve themselves in the health management and various health services. In the Jaipur City of Rajasthan both type of hospitals are working together and soon they will going to expand.

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