



# A Study On Human Resource Practices In Healthcare Industry

<sup>1</sup>Shivani Vaghela, <sup>2</sup>Shivani patidar, <sup>3</sup>Paresh patel

<sup>1</sup>Student, <sup>2</sup>Student, <sup>3</sup>Assistant professor

<sup>1</sup>Masters in Business Administration,

<sup>1</sup>Parul University, Vadodara, Gujarat, India

**Abstract:** The healthcare industry is one of the major sectors in the world, where human resource plays a critical role in ensuring the satisfaction of patients and quality care of medicines and patients. Human resource in every industry involves recruitment, retention, development, performance management, compensation and benefits, and employee relations. These practices are essential to building a high-performing workforce.

In the healthcare industry human resource practices help to improve employee satisfaction and performance. It helps to reduce turnover and absenteeism and helps to enhance patient care outcomes. Healthcare organization faces major challenges in managing the shortage of skilled healthcare professionals, increasing demand for healthcare services, and evolving regulations and technology. To address these challenges, organizations must adopt innovative practices such as workforce planning and development, diversity and inclusion, and employee wellness programs.

In conclusion, human resource plays an important role in the healthcare industry and organizations need to implement effective and innovative practices to attract, retain, and develop a skilled and motivated workforce. This will enhance patient care outcomes and contribute to the organization's overall success.

**Keywords:** Human resource practices, HR strategies, Healthcare recruitment

## I. INTRODUCTION

Human resource practices are very critical to the success of a healthcare organization, and the healthcare industry is no exception. Moreover, human resources play a critical role in the healthcare industry. Where the quality of care toward the patients directly impacts the outcomes and satisfaction of patients. Effective HR practices in the industry can help to attract, retain, and develop a skilled motivational workforce that provides high-quality care, improve patient outcomes and increase the success of the organization.

However, the Healthcare industry is facing many problems in managing its human resources including skilled professionals, regulations and technology, and demand for services in the healthcare industry. This industry must adopt innovative HR practices to address these challenges and to create a positive environment for the work.

This paper will explore the key roles and practices in HR adopted by the industry and should be addressed including job analysis, design, recruitment and selection, training, and development, and employee relations. Moreover, this paper examines the challenges facing HR practices in the healthcare industry in managing resources and the practices they can adopt innovatively to address the challenges. Understanding the importance of HR practices in the industry and organization can create effective strategies that enhance patient care outcomes and contribute to overall success.

## Research methodology:

The study of HR (human resource) practices in the healthcare industry includes the following methodology was employed:

1. Literature review: It was conducted to identify the practices in the healthcare industry with the help of journals, books, and other sources. It also helped to identify the challenges facing healthcare organizations in managing their HR and innovative practices to address these challenges.
2. Case studies: case studies of healthcare organizations were analyzed to gain insights into HR practices. The case studies were selected based on the size, and location of the industry of healthcare.
3. Interviews: Interviews are conducted with the HR managers and Healthcare professionals to gain deep knowledge of healthcare practices used in the organizations. And the challenges faced in managing their HR.
4. Data analysis: The data collected from the employees of human resources and practices were analyzed to identify the pattern, and trends in the Human resource facing healthcare organizations in managing their human resources and the innovative and new practices they can adopt.

The above information was used to provide a comprehensive understanding of the human resources practices in the healthcare industry, and their effectiveness, in managing their human resources. The findings from this study can be used to help and guide organizations of healthcare in developing effective Strategies that enhance patient care outcomes and contribute to overall success.

#### Data Collection:

Data collection is a systematic approach to gathering information from a variety of sources to get a complete and accurate picture of an area of interest.

Method of Data collection is two types. Primary data

Primary data is the data. This has to be collected by the employees directly with help of questioners, observations and interaction with employees. It is original in nature.

The primary data required for my project work is collection through questionnaires method involving the employees of Healthcare industry.

Secondary data

Secondary data is data which is already existed and has gone through various statistical analyses in order to establish relations among variables in the data. The secondary data for my project work collected from

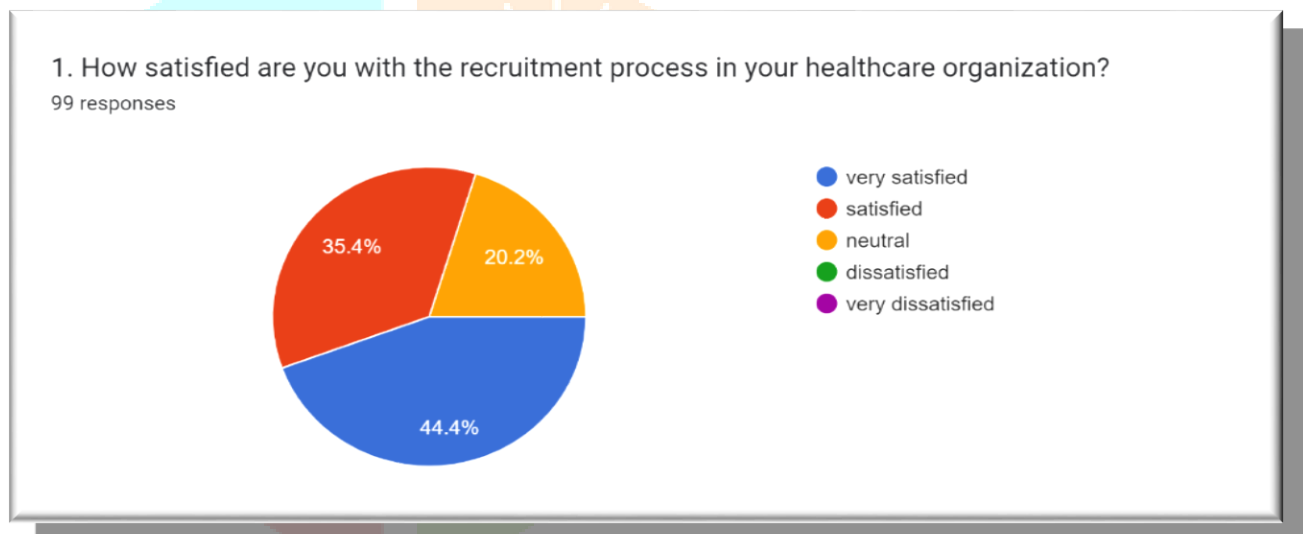
- Journals
- Profile book lets
- Wed sites

#### DATA ANALYSIS

Sample size

- Sample size: The sample size taken is 99.
- Sample design: The sample design taken is simple sampling.
- Sample technique: simple random sampling method.

#### ANALYSIS & INTERPRETATION:

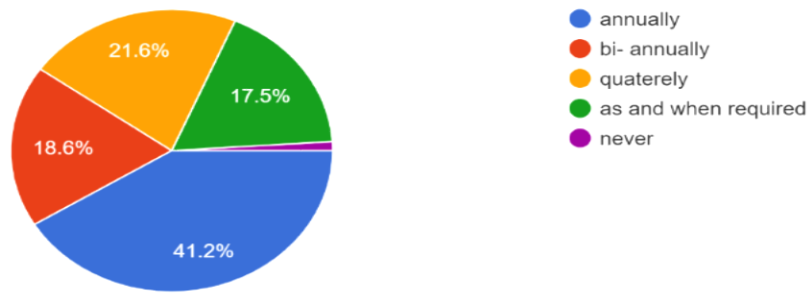


#### Interpretation:

In the above analysis in the hospital and healthcare process which is adopted by the organization that every one are satisfied some of them are neutral around 20% and 35.4% are normally satisfied by the hiring process adopted by the organization and rest 44.4% majorly are very much satisfied and the employees are feeling good by the process of recruitment.

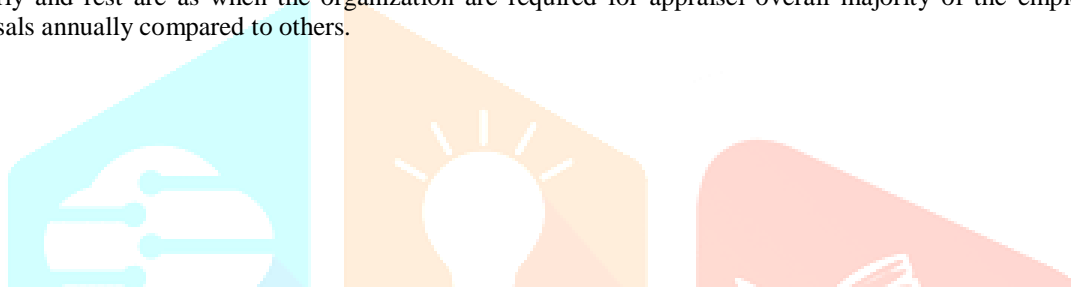
2. How frequently does your healthcare organization conduct performance appraisals for its employees?

97 responses



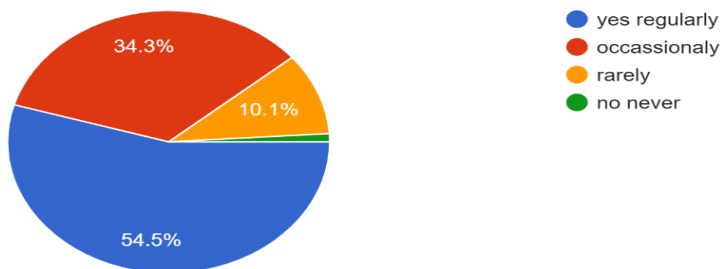
**Interpretation:**

Majority of the employees have got their appraisals annually upto 40% of the data and the 18% employees got bi-annually and 21% quarterly and rest are as when the organization are required for appraisal overall majority of the employees are getting their appraisals annually compared to others.



3. Are there any training and development programs offered to employees in your healthcare organization?

99 responses

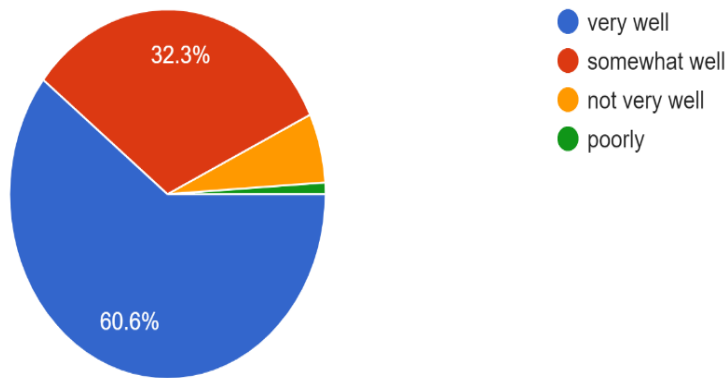


**Interpretation:**

In the above analysis in the hospital and healthcare process which is adopted by the organization. The Human resource team and the management is conducting inductions and training when it is required in the organization majority of the employees are getting training and development programs regularly.

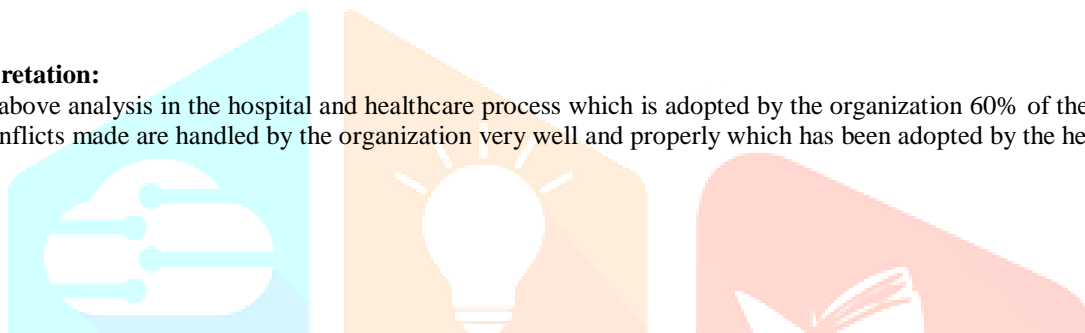
6. How well does your healthcare organization handle employee grievances and conflicts?

99 responses



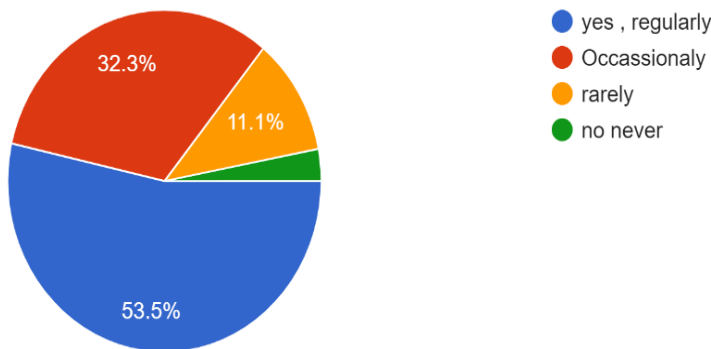
**Interpretation:**

In the above analysis in the hospital and healthcare process which is adopted by the organization 60% of the employee grievances and conflicts made are handled by the organization very well and properly which has been adopted by the healthcare organization.



7. Are there any wellness programs offered to employees in your healthcare organization?

99 responses

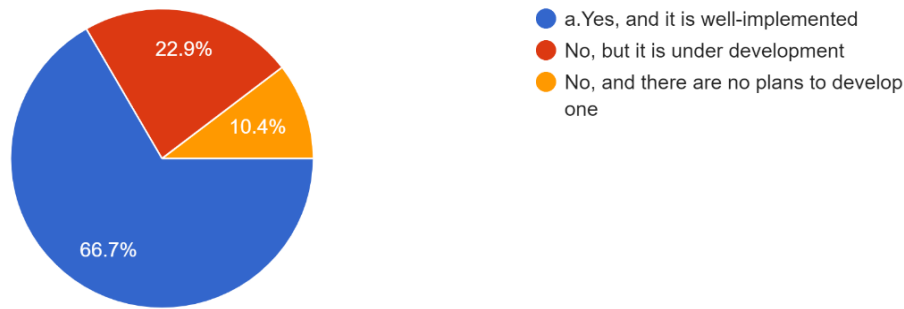


**Interpretation:**

In the above analysis in the hospital and healthcare process which is adopted by the organization. The organization provides the stress relief programs and wellness, fitness programs regularly for half of the people regularly by the above responses

## 8. Does your healthcare organization have a diversity and inclusion policy in place?

96 responses

**Interpretation:**

In the above analysis in the hospital and healthcare process which is adopted by the organization and they have diversity and inclusion policy in place among them which is well implemented and 66% people responded and conformed that organization have a diversity and inclusion policy.

**FINDINGS:**

- It is found that the employees are very much satisfied with the working premises.
- It is found that most of the employees in the organization are happy to spending time atwork.
- It is found that most of employees are worked normally 5days in a week.
- It is found that physical working conditions in the organization are satisfied.
- It is found that employees are satisfied by the recruitment process.
- It is found that organization provides training and development programs regularly in the organization for their development.
- It is found that organization has progression path for their employees.
- It is found that company provides and offers wellness programs for their employees stress relief management.

**CONCLUSION**

In this study, an effort has been made to assess the employees satisfaction so as to improve the performance of the hospital. A brief analysis is made about the factors, which are closely related to the hospital services in order to assess the satisfaction of the patient. The most important factor is patient care it includes the services and behavior of staff in absence of adequacy of this factor excellent facilities are not likely to produce the desired results. Patients' feedback are essential in order to measure performance and to make healthcare professionals more aware of aspects enhancing user's satisfaction

**REFERENCE :**

1. ([https://journals.lww.com/hcmrjournal/Abstract/2015/04000/Human\\_Resource\\_Management\\_in\\_Healthcare.2.aspx](https://journals.lww.com/hcmrjournal/Abstract/2015/04000/Human_Resource_Management_in_Healthcare.2.aspx))
2. ([https://journals.lww.com/jhmonline/Abstract/2010/22020/The\\_Role\\_of\\_Human\\_Resource\\_Management\\_in.6.aspx](https://journals.lww.com/jhmonline/Abstract/2010/22020/The_Role_of_Human_Resource_Management_in.6.aspx))
3. (<https://www.ncbi.nlm.nih.gov/pubmed/19711872>)