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ROLE OF HUMAN RESOURCES (HR) IN HOSPITAL

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Abstract:

Without adequately trained, highly motivated, and professionally developed human resources, economic progress cannot be achieved in developing or backward nations. Like to individuals, an organisation cannot advance unless its staff is competent, effective, and sufficiently driven. Human resources in hospitals are similar to those in other organisations in terms of their function and implementation as well as their methodology and guiding principles. The management of human resources plays a crucial role in the functional and efficient running of a hospital as a whole. Despite this, the human resource management function has been significantly impacted by the ongoing changes in the health care industry that affect health services. The human resource is what completes the production cycle when task, organisation, and technology are all present. Human resources are viewed as highly critical and significant in contributions linked to good organisational performance since they maximise the potential of all other resources that are accessible. Performance is proven to have a favourable association with human resource management activities like training, employee participation, pay, assignment of workers through a recruiting and selection process, and internal labour market.

Key words: *Human resource, hospital, organization, health services*

Introduction:

The word "human resources" is described as the sum of a work force's knowledge, skill, creativity, talents, and aptitudes, as well as their values. The talents and aptitudes of the people employed by a business serve as a representation of the totality or aggregate of the people's innate abilities, knowledge, and skills. [5] The phrase "human resource" is described from a national perspective as the population's knowledge, skills, creative prowess, talents, and aptitudes.

The element of the management process that focuses primarily on people is called human resource management. In the past, management was primarily focused on making sure that physical production variables like raw materials and machinery were used fully and effectively. The human aspect, which was crucial to making use of the physical factors, received little consideration. While it is possible to buy materials at the most affordable prices and operate machinery as quickly as possible, the output can only be increased by eager personnel.

Performance is proven to have a favourable association with human resource management activities like training, employee participation, pay, assignment of workers through a recruiting and selection process, and internal labour market. Activities in human resource management can have a direct impact on an organization's performance by enhancing staff abilities and quality, as well as indirect effects by raising employee motivation. Alf Marshal once stated, "The most value of all money is that invested in human being," and it is worth remembering. Although capital spent in other assets is represented on the balance sheet, it is regrettable that these most valuable assets are not included.

In order to maximise both employee and organisational effectiveness, a set of predetermined tasks and activities are referred to as human resource management. According to management, employees are the most crucial component of service in hospitals and productivity in industries.

Human Resource in Hospital:

The status of human resources in a hospital isn't all that different from that of other organisations, both in terms of its function and execution and in terms of its methodology and guiding principles. The management of human resources plays a crucial role in the functional and efficient running of a hospital as a whole. Despite this, the human resource management function has been significantly impacted by the ongoing changes in the health care industry that affect health services.

The hospital, a facility committed to addressing human suffering, treating human illnesses, and promoting community health, must look out for the wellbeing of people who work there, or its staff. Whether a brilliant surgeon or an unskilled sweeper, each person working to further the goals and missions of a hospital is an essential link in the chain. It is never appropriate to refer to lower-level hospital employees as "labour" in trade union parlance. They should be regarded as being just as crucial to a hospital's operation as a doctor or a professional nurse.

Human resource management is used in the health care (hospital) industry, where a team of committed hospital staff members provide the greatest and noblest type of service to patients and the general public. A hospital is a place where sick or injured people can receive care, treatment, and research on various diseases as well as training for nurses and doctors.

Many employees of various categories can be found working in private hospitals that require multidisciplinary excellence and knowledge. The provision of healthcare services has been found to involve the doctors, paramedical personnel, nurses, technicians, and managerial cadre workers. A hospital manager must be aware of the qualitative and quantitative needs of various departments and manage various aspects of people management in the appropriate way.

Hospitals and health care facilities are expected to play a significant role in an overpopulated nation like India where the bulk of the population lives below the poverty line. Of course, it falls on the hospitals to care for the public, secure the priceless endowment, and even protect their own interests by improving the Medicare facilities and fostering a positive reputation. Unquestionably, the creation of an all-encompassing, "alive" hospital system that integrates patients, physicians, and nurses into a synocratic whole is urgently required. In the Indian setting, a hospital's primary duty is to serve very large populations of people by offering the best services available.

It serves as a location for human disease diagnosis and treatment, for education, training, and research, for the promotion of health care activities, and to some extent as a centre for bio-social research. The conceptual aspect is clearly explained in the World Health Organization (WHO) paper. According to the document, hospitals are "an integral part of a social and medical organisation, whose function is to provide for the population complete health care, both curative and preventive, and whose outpatient services reach out to the family in its home environment, it is also a centre for the training of health workers and for bio-social research."

The functional space in modern hospitals has increased. The hospitals rekindle new dreams and goals for the society against this backdrop. In addition, the WHO papers describe hospitals as complex organisations. It is complicated in that numerous social changes have increased the users' or potential customers' awareness of their legal rights. Recently, they have demanded the most advanced methods of medical care and health education. They want everything not just inside the hospital's walls, but also at their doorstep or close to where they live. The hospital is now a sophisticated organisation as a result.

We also view hospitals as social institutions that provide healthcare and have benefits for both patients and society. It is regarded as a location for the identification and treatment of human illnesses as well as the restoration of health and wellbeing for individuals who have been momentarily deprived.

Recruitment and Selection Methods in Hospitals:

Finding the best candidate for the job at the ideal time is one of the key duties of a hospital's human resources department. Because patients and families are more impressed by the caring attitude and attention of the medical staff than by any other feature of the hospital, hospitals are particularly dependent on its staff members and their dedication. It is crucial that the person in charge of the human resources department effectively represents the company and accurately explains the hospital's philosophy and policy to prospective

employees. Never should a human resource manager hire someone in a hurry. They would ruin his salary, but they might also jeopardise the lives of the patients.

The next step in the staffing process is recruitment after the necessary manpower has been decided. This is a challenging position since a hospital is judged by the individuals it employs. In terms of skill and personality requirements, hospitals provide an extraordinarily wide range of employment. Finding and attracting qualified job applicants is the process of recruitment. The recruitment procedure starts when new recruits are needed and finishes after they are chosen.

To create a pool of perhaps qualified applicants for a hospital's position, recruitment is done. It's important to match the right person with the right job. Reviewing the position and its requirements is crucial, whether it is a new post or a vacancy that has to be filled. Finding and enticing applicants and getting them into the organisation are the two main stages of recruitment. The first stage is frequently referred to as recruitment alone, and the second stage is referred to as hiring or placement.

In order to comply with the human resource plan, recruitment is done to fill positions from both internal and external sources. Internal recruitment refers to promotions and transfers of personnel within a company to fill positions. Recruitment from outside the organisation is referred to as "external recruitment." Each of these approaches have advantages and disadvantages, and their application varies based on the human resource management's recruitment strategy. These methods are employed by private hospital organisations and have various sources of recruiting.

A selection procedure is used to pick a small number of candidates for further consideration based on preset criteria because recruitment draws a large number of applicants. The best fit principle refers to how well the candidate's accomplishments match the requirements for the position.

Wherever recruitment finishes, the candidate selection process begins. The selection process doesn't start until a sufficient number of applications have been collected from various sources of recruiting (internal or external). By selection, a contractual relationship is established between the employer and employees. It entails actions that lead to the hiring of people who have the skills and qualities needed to work in the medical system. It separates the job applicants into two groups: those who will receive offers of work and those who won't. In a nutshell, selection is the process of choosing people with the necessary credentials to occupy positions inside a hospital organisation. The main goal is to select the best candidate from the pool of competent applicants who can carry out the job most successfully. A thorough selection process with numerous steps is required in order to accomplish this goal.

Conclusion:

Human resource management holds that people are an organization's most valuable resource since, in contrast to other resources, they can be developed indefinitely. To do this, an environment that encourages openness, initiative, trust, mutuality, and collaboration must be created. One of the many organisational procedures developed to deal with the ever-changing environment and to keep the business functioning at its peak efficiency is human resource management. In light of the new economy, the relevance of human resource management is now being recognised throughout the entire industry and in the health care sector (Hospital) in particular. The growing complexity of the management work in hospital organisations has led to the realisation. Most private hospitals do not consider hiring competent and relevant staff, keeping them on staff, maintaining their motivation and morale, and assisting them in growing professionally while giving their best to the organisation to be the most pressing issues. However, as society's values and norms have changed, so have the employees who work for private hospitals today.

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