# Work Place Related Issues in Health Sector: An Empirical Study With Reference To Selected Hospitals

K. Roja[1], G.D.V.Kusuma[2] & B. Ravi Kumar[3]

[1]Department of MBA - Godavari Institute of Engineering and Technology, India
[2]Research Scholar - Rayalaseema University, India
[3]Department of MBA - Amrita Sai Institute of Science and Technology, India

Correspondence: B. Ravi Kumar, Department of MBA - Amrita Sai Institute of Science and Technology, India,
Email: ravi9949418650@yahoo.com

**Abstract**

The condition of working women in India as well as in the entire world in general is considered to be very distressing. Working women in general are subject to discrimination at various levels. The problems and difficulties of working women are multi-dimensional, varying from woman to woman at personal level, and section to section at general level and hence need to be analyzed in depth. There are very serious problems of wages, employment, income and standard of living and sexual harassment among working women. They are not able to get any advantage of social security schemes. Due to their ignorance and illiteracy they are not benefited from present welfare schemes. There has indeed been a growing realization that the women workers form an integral part of the process of national development. This has made the government make continuous effort to give women workers a better deal in spheres of work and to recognize their contribution to the socio-economic development of the Country. However, what has been done remains a drop in the ocean and the women worker remain exploited and unprotected working hours, conditions of work, wages, types of job and other situation is still not favorable to women workers. Women workers have many problems and problems of working women are more serious and server. The present study is an attempt to portray the work related issues in selected hospitals (i.e. GEMS, KIMS, RIMS, GMR).

## 1. Introduction

The Statement of the American Nurses Association for the Institute of Medicine's Committee on Work Environment for Nurses and Patient Safety reported that the conducive work environment should first enable nurses with decision-making authority and professional autonomy at the point of care delivery and in all areas where decisions related to care delivery are made. Second, provide safe and appropriate nurse staffing levels. Third, all healthcare facilities and agencies should be required to participate in the collection and external reporting of standardized nursing-sensitive data - both to assess the sufficiency of staffing and to quantify the safety and quality of care for consumers and payers. Fourth, it is time to actively invest in research around staffing, fatigue, safety, and outcomes.

## 2. The Hospital has Modern Looking Equipment

Modern Hospitals need to address improving the patient experience not as a short term fix but as a long term strategic goal that leads to continued growth. "Improving patient satisfaction is a key to future survival," says Irwin Press (Improving the patient experience in healthcare organizations can lead to higher quality care, more satisfied staff, fewer preventable medical mistakes, fewer malpractice, law suits and an improved financial bottom line. It also can lead to significant competitive growth strategy word of mouth publicity about how a hospital maintains its relationships with patients can either increase visits or send potential patients to another hospital. The manner and environment in which care is delivered, how well a doctor explains the treatment, how a nurse administers medication, the level of noise, all contribute to a patients care experience. Thus, to promote change in the

performance of health care personnel strategies that focus on the environment in which the workers practice must be considered. The main challenge is to continue to maintain or improve the quality of the care provided and maintain, or even expand, the comprehensiveness of health service coverage, while simultaneously introducing changes in care delivery or service mix (Michael Pfeil 2003) necessitated by reduced budgets (Janne D, unham-Taylor and Joseph Z.Pinczuk, 2004, John R Welch and Brain H.Kleiner, 1995).

Table 1. The Hospital Has Modern Looking Equipment
From the above Table exhibits about the hospital has modern looking equipment has shown the results of four hospitals are GEMS, KIMS, RIMS, GMR. In the four hospitals strongly Disagree are 12.05%, Disagree are 15.29%,

| S. No. | Opinion | Public | | | | Private | | | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | GEMS | | KIMS | | RIMS | | GMR | | | |
| | | F | % | F | % | F | % | F | % | F | % |
| 1. | Strongly Disagree | 10 | 16.67 | 11 | 22 | 5 | 3.33 | 15 | 18.75 | 41 | 12.05 |
| 2. | Disagree | 8 | 13.33 | 9 | 18 | 15 | 10 | 20 | 25 | 52 | 15.29 |
| 3. | Neutral | 5 | 8.33 | 5 | 10 | 9 | 6 | 5 | 6.25 | 24 | 7.05 |
| 4. | Agree | 25 | 41.67 | 15 | 30 | 85 | 56.6 | 27 | 33.75 | 152 | 44.70 |
| 5. | Strongly Agree | 12 | 20 | 10 | 20 | 36 | 24 | 13 | 16.25 | 71 | 20.88 |
| | Total | 60 | 100 | 50 | 100 | 150 | 100 | 80 | 100 | 340 | 100 |

Neutral are 7.05%, Agree are 44.70%, Strongly Agree are 20.88%. In GEMS the respondents Strongly Agree are 20%, Agree are 41.67%, Neutral are 8.33%, Disagree are 13.33% and strongly Disagree are 16.67%. In KIMS the respondents Strongly Agree are 20%, Agree with 30%, Neutral are 10%, Disagree are 18%, and Strongly Disagree are 22%. In RIMS the respondents Strongly Agree are 24%, Agree with 56.67%, Neutral are 6%, Disagree are 10% and Strongly Disagree are 3.33%. In GMR the respondents Strongly Agree with 16.25%, Agree are 33.75%, Neutral 6.25%, Disagree are 25% and Strongly Disagree are 18.75%

### 3. Personnel in the Hospitals Are Neat in Appearance

"The Nursing Work Environment" Iowa Nurse Reporter states that some of the work related and patients related issues like duration of stay, nursing jobs have been restructured to reduce costs, including substitution of less skilled staff for bedside nurses; more frequent turnover of patients, which increases workload for nurses; high turnover of nursing staff, which results in employees who are less familiar with work processes; shifts longer than 8 hours in both hospitals and nursing homes, both due to then using staff's desire to increase compensation and have more scheduling flexibility, and as a result of employers mandating overtime; more interruptions and paper work to meet insurance and regulatory requirements, as well as administrative and clinical requirements of health care organizations; an expanding array of treatments, interventions and drug therapies that are being introduced at an ever increasing pace. Further, these issues concentrated in terms of work design (what people do) and physical work environments; workforce capacity or how the workforce is deployed; the safety culture of heath care organizations, e.g. amount of vigilance related to detecting and redressing errors; and management practices and leadership. As hospitals face an increasingly complex list of challenges (e.g. aging population, cost pressures, and increasing concerns for patient safety) there is much to be gained by applying the rich knowledge base from the field of operations management to many of these problems.

Table 2. Personnel in Hospitals Are Neat in Appearance
From the above Table exhibits about Personnel in hospitals are neat in appearance has shown the results of four hospitals are GEMS, KIMS, RIMS, GMR. In the four hospitals strongly Disagree are 12.94%, Disagree are 11.76%,

| SL. No. | Opinion | Public | | | | Private | | | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | GEMS | | KIMS | | RIMS | | GMR | | | |
| | | F | % | F | % | F | % | F | % | F | % |
| 1. | Strongly Disagree | 10 | 16.67 | 07 | 14 | 17 | 11.33 | 10 | 12.5 | 44 | 12.94 |
| 2. | Disagree | 08 | 13.33 | 06 | 12 | 16 | 10.67 | 10 | 12.5 | 40 | 11.96 |
| 3. | Neutral | 08 | 13.33 | 05 | 10 | 11 | 7.33 | 06 | 7.5 | 30 | 8.82 |
| 4. | Agree | 08 | 13.33 | 13 | 26 | 69 | 46 | 23 | 28.75 | 113 | 33.23 |
| 5. | Strongly Agree | 26 | 43.33 | 19 | 38 | 37 | 24.67 | 21 | 26.25 | 103 | 30.29 |
| | Total | 60 | 100 | 50 | 100 | 150 | 100 | 80 | 100 | 340 | 100 |

Neutral are 8.82%, Agree are 33.23%, Strongly Agree are 30.29%. In GEMS the respondents Strongly Agree are

43.33%, Agree are13.33%, Neutral are 13.33%, Disagree are 13.3% and Strongly Disagree are 16.67%. In KIMS the respondents Strongly Agree are 38%, Agree are 26%, Neutral are 10%, Disagree are 12%, and Strongly Disagree are 14%.In RIMS the respondents Strongly Agree are 24.67%, Agree are 46%, Neutral are 7.33%, Disagree are 10.67% and strongly Disagree are 11.33%. In GMR the respondents Strongly Agree are 26.25%, Agree are 28.75%, Neutral 7.5%, Disagree are 12.5% and Strongly Disagree are 12.5%.

## 4. There Is a Flexible Working Hour

The employees prefer to work a fixed number of hours in a day /week/ month. This is because the staff would like to spend quality time with their family. However, it is not supported many a time due to heavy work load and shortage of staff. In this situation the staff has to work either over time or longer hours. Sometimes the staff does not get a weekly off or weekly holidays. All these issues have an influence on the work life.

Table 3. There is a flexible working hours

From the above Table exhibits about There is flexible working hours have shown the results of four hospitals are GEMS, KIMS, RIMS, GMR. In GEMS the respondents are Strongly Agree are 26.67%, Agree are 30%, Neutral are

| SL. No. | Opinion | Public | | | | Private | | | | Total | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | GEMS | | KIMS | | RIMS | | GMR | | | |
| | | F | % | F | % | F | % | F | % | F | % |
| 1. | Strongly Disagree | 02 | 3.3 | 02 | 4.0 | 04 | 2.7 | 02 | 2.5 | 10 | 2.94 |
| 2. | Disagree | 17 | 28.3 | 11 | 22.0 | 42 | 28 | 20 | 25 | 90 | 26.47 |
| 3. | Neutral | 07 | 11.7 | 05 | 10.0 | 17 | 11.3 | 11 | 13.8 | 40 | 11.76 |
| 4. | Agree | 18 | 30 | 10 | 20 | 47 | 31.33 | 15 | 18.75 | 90 | 26.47 |
| 5. | Strongly Agree | 16 | 26.67 | 22 | 44 | 30 | 20 | 32 | 40 | 100 | 29.41 |
| | Total | 60 | 100 | 50 | 100 | 150 | 100 | 80 | 100 | 340 | 100 |

11.7%, Disagree are 28.3% and Strongly Disagree are 3.3%. In KIMS the respondents are Strongly Agree are 44%, Agree are 20%, Neutral are 10.0%, Disagree are 22%, and Strongly Disagree are 4%. In RIMS the respondents are Strongly Agree are 20%, Agree are 31.33%, Neutral are 11.3%, Disagree are 28% and Strongly Disagree are 2.7%. In GMR the respondents are Strongly Agree are 40%, Agree are 18.75%,   Neutral 13.8%, Disagree are 25% and Strongly Disagree are 2.5%.

## 5. The Hospitals Considers Their Best at Heart

Organizational learning has been defined as a process of improving organizational actions through better knowledge and understanding. One can say that an organization has learned when it changes its activities in response to new knowledge or insight, typically resulting in improved performance An organization that establishes the environment where the knowledge shared mutually/continued professional development is ensured is called a learning organization. Healthcare is one of the most knowledge-intensive industries in any country. So it is essential that work environments support ongoing learning and the continuous development and use of employees' knowledge. This expands our thinking beyond training programs to consider how skills and knowledge are continuously renewed on the job-what is often called a "learning based work environment: use of skills, knowledge, and abilities; being able to take initiative; and learning new ways to do one's job better.

Table 4. The Hospital Consider Their Interest Best At Heart

From the above Table explicit about the hospital consider their interest best at heart has shown the results of four hospitals are GEMS, KIMS, RIMS, GMR. In the four hospitals strongly Disagree are 5.58%, Disagree are 12.94%, Neutral are 8.82%, Agree are 33.23%, Strongly Agree are 30.29%. In GEMS the respondents Strongly Agree are

| SL. No. | Opinion | Public | | | | Private | | | | Total | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | GEMS | | KIMS | | RIMS | | GMR | | | |
| | | F | % | F | % | F | % | F | % | F | % |
| 1. | Strongly Disagree | 0 | 0 | 06 | 12 | 13 | 8.67 | 0 | 0 | 19 | 5.58 |
| 2. | Disagree | 10 | 16.67 | 08 | 16 | 17 | 11.33 | 09 | 11.25 | 44 | 12.94 |
| 3. | Neutral | 06 | 10 | 07 | 14 | 10 | 6.67 | 05 | 6.25 | 28 | 8.23 |
| 4. | Agree | 31 | 51.67 | 16 | 32 | 75 | 50 | 26 | 32.5 | 148 | 43.52 |
| 5. | Strongly Agree | 12 | 21.67 | 13 | 26 | 35 | 23.33 | 22 | 27.5 | 83 | 24.41 |
| | Total | 60 | 100 | 50 | 100 | 150 | 100 | 80 | 100 | 340 | 100 |

21.67%, Agree are 51.67%, Neutral are 10%, Disagree are 16.67% and strongly Disagree are nil.  In KIMS the respondents Strongly Agree are 26%,  Agreeare32%,  Neutral are 14%, Disagree are 16%, and Strongly Disagree are 12%.  In RIMS the respondents Strongly Agree are 23.33 Agree are50%, Neutral are 6.67%, Disagree are 11.33% and Strongly Disagree are 8.67%.  In GMR the respondents Strongly Agree are 27.5%, Agree are 32.5%, Neutral are 6.25%, Disagree are 11.25% and strongly Disagree are nil.

## 6. When the Employee Has a Problem the Hospital   Shows the Sincere Interest in Solving It

In knowledge-based organizations, it is essential for managers to tap into employees' ideas and provide opportunities for them to contribute to decisions affecting their work lives. Involving employees in these ways benefits performance and gives employees a much greater sense of "ownership" about their jobs and the organization's goals particularly those that concentrate on workplace safety, service improvement, work process improvement, team effectiveness, workplace health promotion, and work-life improvement.

Table 5. When the Employee Have a Problem the Hospital Shows a Sincere Interest in Solving It

From the above Table explicit about the hospital consider their interest best at heart has shown the results of four hospitals are GEMS, KIMS, RIMS, GMR. In the four hospitals strongly Disagree are 6.47%, Disagree are 26.47%, Neutral are 14.70%, Agree are 35.29%, Strongly Agree are 17.64%.In GEMS the respondents Strongly Agree are

| SL. No. | Opinion | Public | | | | Private | | | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | GEMS | | KIMS | | RIMS | | GMR | | | |
| | | F | % | F | % | F | % | F | % | F | % |
| 1. | Strongly Disagree | 03 | 05 | 03 | 6.0 | 09 | 6.0 | 05 | 6.3 | 22 | 6.47 |
| 2. | Disagree | 15 | 25 | 13 | 26 | 40 | 26.7 | 22 | 27.5 | 90 | 26.47 |
| 3. | Neutral | 09 | 15.0 | 07 | 14.0 | 21 | 14.0 | 13 | 16.3 | 50 | 14.70 |
| 4. | Agree | 22 | 36.7 | 19 | 38.0 | 53 | 35.3 | 26 | 32.5 | 120 | 35.29 |
| 5. | Strongly Agree | 11 | 18.3 | 08 | 16.0 | 27 | 18 | 14 | 17.5 | 60 | 17.64 |
| | Total | 60 | 100 | 50 | 100 | 150 | 100 | 80 | 100 | 340 | 100 |

36.7%, Agree are 18.3%, Neutral are 15%, Disagree are 25% and Strongly Disagree are 5%.  In KIMS the respondents Strongly Agree are 38%,  Agree are16%,  Neutral are 14%, Disagree are 26%, and Strongly Disagree are 6%.  In RIMS the respondents Strongly Agree are 35.3%, Agree are 18%, Neutral are 14%, Disagree are 26.7% and Strongly Disagree are 6%.  In GMR the respondents Strongly Agree are 32.5%, Agree are 17.5%,  Neutral 16.3%, Disagree are 27.5% and Strongly Disagree are 6.3%.

## 7. The Employee Have Freedom in Carrying Out Their Work Activities

This refers to the number of people reporting to a single manager, supervisor or leader. Span of control may be influenced by the degree to which the staff performs similar functions, geographical proximity and the degree to which direction; control and co-ordination are required by staff. It describes the number of 'layers' in the hierarchy of an organization and has been the subject of debate among organizational theorists for many years concludes that there is evidence to suggest that span of control influences performance measures that have been found to affect patient outcomes. It also has a moderating effect between leadership and performance, with wider spans of control appearing as detrimental to the relationship between managers and staff. The review argues that there is a need to develop an instrument for measuring span of control.

Table 6. The Employee Have Freedom in Carrying Out at Work Activities

From the above Table describes about If the employee has freedom in carrying out at work activities has shown the

| SL. No. | Opinion | Public | | | | Private | | | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | GEMS | | KIMS | | RIMS | | GMR | | | |
| | | F | % | F | % | F | % | F | % | F | % |
| 1. | Strongly Disagree | 08 | 13.3 | 05 | 10.0 | 18 | 12.0 | 09 | 11.3 | 40 | 11.76 |
| 2. | Disagree | 09 | 15.0 | 10 | 20.0 | 25 | 16.7 | 16 | 20.0 | 60 | 17.64 |
| 3. | Neutral | 04 | 6.7 | 02 | 4.0 | 10 | 6.7 | 04 | 5.0 | 20 | 5.88 |
| 4. | Agree | 30 | 50 | 26 | 52 | 55 | 36.67 | 21 | 26.25 | 132 | 38.8 |
| 5. | Strongly Agree | 09 | 15 | 7 | 14 | 42 | 28 | 30 | 37.5 | 88 | 25.88 |
| | Total | 60 | 100 | 50 | 100 | 150 | 100 | 80 | 100 | 340 | 100 |

results of four hospitals are GEMS, KIMS, RIMS, GMR. In the four hospitals strongly Disagree are 11.76%, Disagree are 17.64%, Neutral are 5.88%, Agree are 38.8%, Strongly Agree are 25.88%.In GEMS the respondents

Strongly Agree are 17%, Agree are 50%, Neutral are 6.7%, Disagree are 15% and Strongly Disagree are 13.3%.  In KIMS the respondents Strongly Agree are 14%, Agree are 52%, Neutral are 4%, Disagree are 20%, and Strongly Disagree are 10%.  In RIMS the respondents Strongly Agree are 28%,  Agree are 36.67%,  Neutral are 6.7%, Disagree are 16.7% and Strongly Disagree are 12%.  In GMR the respondents Strongly Agree are 37.5%, Agree are 26.25%, Neutral are 5%, Disagree are 20% and strongly Disagree are 11.3%.

## 8. Does the Employee Resolve Problem in Arising Their Work?
The psychosocial work conditions has been defined as psychological work demands, influence and control over work, good contact with and support from supervisor and fellow workers, stimulation from work and opportunities for development. The major psychological conditions which affect the work environment are stress and emotional strain, physical strain, competence, work satisfaction, quality of care etc. The current work load, work distribution, duty scheduling shall create more or less physical strains for the staff. To address all these issues classic and contemporary theories of work motivation, can be taken as support. From social psychological, social cognitive, organizational behavior and nursing literatures, a meta-theoretical model of nurses work motivation can be developed.

Table 7. Does the Employee Resolve the Problem in arising Their Work?

From the above Table designs about the employee has to resolve the problem in arising their work has shown the results of four hospitals are GEMS, KIMS, RIMS, GMR. In the four hospitals strongly Disagree are 12.94%, Disagree are 12.35%, Neutral are 8.82%, Agree are 44.11%, Strongly Agree are 21.76%. In GEMS the respondents

| SL. No. | Opinion | Public | | | | Private | | | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | GEMS | | KIMS | | RIMS | | GMR | | | |
| | | F | % | F | % | F | % | F | % | F | % |
| 1. | Strongly Disagree | 15 | 25 | 7 | 14 | 10 | 6.67 | 12 | 15 | 44 | 12.94 |
| 2. | Disagree | 7 | 11.67 | 8 | 16 | 20 | 13.33 | 7 | 8.75 | 42 | 12.35 |
| 3. | Neutral | 6 | 10 | 5 | 10 | 9 | 6 | 10 | 12.5 | 30 | 8.82 |
| 4. | Agree | 12 | 20 | 20 | 40 | 85 | 56.6 | 33 | 41.25 | 150 | 44.11 |
| 5. | Strongly Agree | 20 | 33.33 | 10 | 20 | 26 | 17.33 | 18 | 22.5 | 74 | 21.76 |
| | Total | 60 | 100 | 50 | 100 | 150 | 100 | 80 | 100 | 340 | 100 |

are Strongly Agree are 33.33%, Agree are 20%, Neutral are 10%, Disagree are 11.67% and Strongly Disagree are 25%.In KIMS the respondents Strongly Agree are 20%,  Agree are 40%,  Neutral are 10%, Disagree are 16%, and Strongly Disagree are 14%.  In RIMS the respondents Strongly Agree are 17.33%, Agree are 56.67%,  Neutral are 6%, Disagree are 13.33% and Strongly Disagree are 6.67%.  In GMR the respondents Strongly Agree with 22.5%, Agree are 41.25%,   Neutral 12.5%, Disagree are 8.75% and Strongly Disagree are 15%.

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