

A Study on Health Care Workers Welfare Measures in MR Hospital

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Abstract: This paper presents a study on health care workers welfare measures in MR hospital.

Keywords: health care workers, welfare measures

1. Introduction

“Welfare Is Comfortable Living and Working Conditions”. Health care worker’s welfare means the efforts to make life worth living for workman.

“Welfare Is Comfortable Living and Working Conditions”. People are the most important asset of an organization, and the accounting profession has to assess and record the value and cost of people of an organization. Once this is accepted, the need for measuring the value for recording it in the books of accounts arises. The value of human assets can be increased substantially by making investment in their training and welfare activities in the same way as the value of repairs/overhauling, etc.

While the cost on training, development, etc., can be recorded separately and to be within the eventual, the expenditure on welfare activities can be added to the ‘investment’ and the returns judged. Unlike other assets which have depreciation value as year’s passes by, value of human assets appreciates with passing years. The value can depreciate by aging process which is generally hastened up by worries, unhealthy conditions, etc. once this process is slowed down, or at least if the health care workers is made to feel ‘young in spirits’ the value of this asset appreciates considerably.

Any investment constitutes the assets of a company and therefore, any investment for welfare of labor would constitute an extra investment in an asset.

A. Health care worker’s welfare measures–concept

“Welfare is a broad concept referring to a state of living of an individual or a group, in a desirable relationship with the total environment, ecological, economic, and social welfare includes both the social and economic contents.

B. Importance of the study

- It helps in improving recruitment.
- Employers get stable labor force by providing welfare facilities. Workers take active interest in their jobs and work with a feeling of involvement and participation.

- It improves moral & loyalty of workers.
- It reduces labor turnover & absenteeism.
- It helps in increasing productivity & efficiency by improving physical & mental health.
- It helps in Improves in hospital relation & hospital peace.

2. Review of literature

1. Chandra sekhar (2017) carried out the title “Employee Welfare Measures in Public and Private Sectors”. Employees’ welfare facilities include housing facilities, free medical facilities, retirement benefits, children and adult educational benefits, welfare measures for the employee’s families, loan facilities, etc. If the organizations do not bother about the employees benefit, but expect efficient and high performance from them, it is a mere waste. So there is utmost need for the employee’s welfare in any type of organization. Organizations have to provide welfare facilities to their employees to keep their motivation levels high. A comparative study was undertaken to know the satisfaction level of the employees on the enforceability of various welfare measures in both the public and private sector organizations.

2. Jill Quadagno (2016) carried out the title “promoting civil rights through the welfare state: how medicare integrated southern hospitals”. Racial integration proceeded more rapidly and smoothly in the health care system than in other institutions because the new Medicare program, the largest expansion of the welfare state since the New Deal, provided the leverage to force health care providers to comply with the law. In this paper, I extend the axiom that the welfare state is a mechanism of social stratification to theorize processes of racial stratification.1) political resources are available to challenge racially-discriminatory practices; 2) institutions that reproduce systems of oppression are incorporated into the public sphere; 3) the rules and conditions for the distribution of benefits support the objective of racial equality; and 4) the benefits are provided on a continuous and universal basis.

3. Mohamed Ghaly (2015) carried out the title “Cash Holdings and Employee Welfare”. This paper examines the relation between employee welfare practices and corporate cash holdings. We find firms that are strongly committed to

employee well-being, measured by ratings on employee relations, to hold more cash. The effect of employee welfare standards on cash holdings is stronger for firms in human-capital-intensive, competitive, and high-labor-mobility industries in which employees are more important to their businesses. These results are consistent with the predictions of the stakeholder theory. Overall, our paper provides novel evidence on the role human capital and employee relations play in a firm's cash management policy.

4. Li-Ping Chou (2014) carried out the title "Job stress and burnout in hospital employees: comparisons of different medical professions in a regional hospital in Taiwan". To explore the prevalence and associated factors of burnout among five different medical professions in a regional teaching hospital.

5. Deepak Kumar Agrawal (2014) carried out the title "An Analysis Of Employees Welfare & Safety Measures In Maharathna' Company". Employee welfare defines as "Efforts to make life worth living for workmen". The present study entitled "employees Welfare & Safety measures" undertaken with a view to analyze the gap between promise and performance of the NTPC as far as welfare measures are concern. Staff spends at least half their time at work or getting to it, or leaving it. People are entitled to be treated as full human beings with personal needs, hopes and anxieties. They are employed as people and bring themselves to work but cannot readily leave their troubles at home without solution to them in sight. Keyword: - welfare, agreement and performance.

3. Research methodology

The present study adopted is the Survey Method of research. It covers the workers of Mr. hospital in Thanjavur. As census method is not feasible, the researcher has proposed to follow sampling. The workers are selected by following random sampling method. In tune with the objective, the above hypotheses have been tested in the study.

A. Research design

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. The researcher has undertaken a descriptive type of research, It describes the characteristics of population or presentation of answer for the questions like where, when and how relating to a particular field. The study will present the state of affairs as it exists. This type of study mainly helps to know the past and to predict the future.

B. Research design - Descriptive

In this research it deals with descriptive research type. It includes surveys and fact-finding enquiries of different kinds. The major purpose of descriptive research is description of the state of affairs as it exists at present.

C. Types of research

The research is descriptive in nature. Descriptive research includes survey and fact-finding enquiries of different kinds. The main characteristic of this method is that the research has no control over the variables.

D. Data collection

The task of data collection begins after a research problem has been defined. Data collection is to gather the data from the population. The source of data can be either primary and secondary.

E. Tools for analysis

The general plan of analysis ranges from simple descriptive statistics to Chi-square test. The extent and variation of time management skills by the employees of information technology industry were measured through a scale and analyses on the basis of the scores of components. In order to find out the significance of the difference between the average, analysis of variance, Chi-square and factor analysis.

F. Objectives of the study

- To know their satisfaction towards the welfare measures provided to the health care workers.
To study the association between welfare measure and performance of the health works.
To find out health care workers preference regarding welfare measures which they like to have in future.

G. Scope of the study

- The present study has been undertaken to study find out effectiveness of health care workers welfare measures in MR Hospital.
- To find out the practical difficulties involved in welfare measures that can be evaluated through this study.
- The study can be used to bring out the solution for the problem faced by the health care workers ailing the welfare measures.

H. Need of the study

- Through the study, hospital would be able to know the satisfaction level of health care workers on welfare measures.
- To find whether Labor welfare helps in providing good in Hospital relations.
- To know about the health care worker's satisfaction towards welfare measures.
- To find out the facilities entitled by MR Hospital

I. Problem identification

- Human resources are the most important resources of any organization.
- Here it is the duty of the management to look after the welfare measures of the healthcare workers. If the healthcare workers are satisfied with the provided

Table 1
 Relationship between working experience of respondents and working environment

Working experience	Working environment					Total
	Highly Satisfactory	Satisfactory	Average	Dissatisfactory	Highly dissatisfactory	
0-2 Years	0	54	0	0	0	54
1-5 Years	0	26	0	0	0	26
6-10 Years	2	14	0	0	0	16
11-20 Years	0	2	0	0	0	2
Above 20Years	2	0	0	0	0	2
Total	4	96	0	0	0	100

Table 2
 Observed frequency vs. Expected frequency

Group	Observed Frequency	Expected Frequency	O-E	(O-E) ²	(O-E) ² /E
Aa	0	2.54	-2.54	6.4516	2.54
Ab	54	51.84	2.16	4.6656	0.09
Ac	0	0.54	-0.54	0.2916	0.54
Ad	0	0.54	-0.54	0.2916	0.54
Ae	0	0.54	-0.54	0.2916	0.54
Ba	0	1.04	-1.04	1.0816	1.04
Bb	26	24.96	1.04	1.0816	0.04
Bc	0	0.26	-0.26	0.0676	0.26
Bd	0	0.26	-0.26	0.0676	0.26
Be	0	0.26	-0.26	0.0676	0.26
Ca	2	0.64	1.36	1.8496	2.89
Cb	14	11.04	2.04	4.1616	0.37
Cc	0	0.16	-0.16	0.0256	0.16
Cd	0	0.16	-0.16	0.0256	0.16
Ce	0	0.16	-0.16	0.0256	0.16
Da	0	0.08	-0.08	0.0064	0.08
Db	2	1.92	0.08	0.0064	0.004
Dc	0	0.02	-0.02	0.0004	0.02
Dd	0	0.02	-0.02	0.0004	0.02
De	0	0.02	-0.02	0.0004	0.02
Ea	2	0.08	1.92	3.6864	46.08
Eb	0	1.92	-1.92	3.6864	1.92
Ec	0	0.02	-0.02	0.0004	0.02
Ed	0	0.02	-0.02	0.0004	0.02
Ee	0	0.02	-0.02	0.0004	0.02
χ^2					58.054

welfare measures, the production will increase.

- The welfare measures of the healthcare workers are essential because of the nature of the industrial system.
- Today workers are an essential element contributing to the growth of the organization. If we make an overall survey of the living and working condition of hospital workers, the necessity of welfare measures would be apparent.
- In case of MR hospital there are more than 150 workers employed and the hospital is responsible for the welfare of these workers.
- Hence the present study is conducted to learn the level of satisfaction of the healthcare workers regarding the welfare measures.

4. Data analysis and interpretation

Chi Square Test:

Hypothesis

Null hypothesis: There is no significant relationship between working experience of respondents and working environment.

Calculated value $\chi^2 = 58.054$

Degree of freedom = (R-1) (C-1) = (5-1) (5-1) =16

The table value of χ^2 for 16 degree of freedom at 5 per cent level of significance is 26.295

Interpretation:

Calculated value of chi square is more than the table value, so the null hypothesis is rejected. Hence it is concluded that

Table 3
 ANOVA

C		Working environment	
0-2 yrs	56	Highly satisfied	2
3-5 yrs	26	Satisfied	98
6-10 yrs	14	Neutral	0
11-20 yrs	2	Dissatisfied	0
Above 20 yrs	2	Highly dissatisfied	0
Total	100	Total	100

there is a significant relationship between working experience of respondents and working environment.

Hypothesis:

Null hypothesis: There is no significant relationship between Working environment and Working environment.

Interpretation:

Calculated F value is 7.53 and F value 3.89 so calculate value

is more than the table value, so the null hypothesis is rejected. Hence it is concluded that there is no significant relationship between Working experience and Working environment.

Table 4
Anova: Single Factor

Summary				
Groups	Count	Sum	Average	Variance
Column 1	100	170	1.7	0.858586
Column 2	100	196	1.96	0.038788

Table 5
Anova

Source of Variation	SS	Df	MS	F	P-value	F crit
Between Groups	3.38	1	3.38	7.533093	0.006615	3.888853
Within Groups	88.84	198	0.448687			
Total	92.22	199				

Interpretation:

Calculated F value is 7.53 and F value 3.89 so calculate value is more than the table value, so the null hypothesis is rejected. Hence it is concluded that there is no significant relationship between Working experience and Working environment.

Table 6
Correlation

Marital Status	Working environment		
Bachelor	78	Highly satisfied	2
Married	22	Satisfied	98
Divorced	00	Neutral	0
		Dissatisfied	0
		Highly dissatisfied	0
Total	100	Total	100

	Column 1	Column 2
Column 1	1	
Column 2	-0.13797	1

Interpretation:

Calculated value is more than 0.5, so I concluded it with marital status and working environment is negatively correlated.

5. Finding, suggestion and conclusion

A. Findings

The study is conducted to know the impact of MR Hospital on workers loyalty. A detailed survey is conducted among 50 workers of MR Hospital and following are the findings from the study.

Demographic Profile of the Respondents:

- Majority of the workers (90%) are females of gender wise classification.
- Majority of the employee (78%) are Bachelor of marital status wise classification.
- Majority of the number of dependent the family members wise classification is are Four and above

Socio – Economic profile of the Respondents:

- Majority of the workers selected monthly income are Below 10000.
- Majority of the respondents are year of service in 0-2 years.

- Majority of the workers selected meeting your medical expenses of Paid by employee /company.
- Most of the workers said “yes” as their answer for specify your current health policy provider.
- Majority of the respondents are health insurance policy is public.

Statutory welfare:

- The workers ranked the attributes of canteen facility benefits.
Rank 1 – Satisfactory
Rank 2 –Price.
Rank 3 – Quality of food.
Rank 4 –Quantity of food.
Rank 5 – None.
- Majority of the respondents opining on sitting arrangement are satisfactory.
- The workers ranked the attributes of satisfaction level facility as follows
Rank 1 – Latrines &lighting.
Rank 2 – Seating Arrangement.
Rank 3 – First aid application.
Rank 4 – Drinking water.
Rank 5 – Washing place &canteen.
- The workers ranked the attributes of that benefits you the most facility follows
Rank 1 – Medical.
Rank 2 – Hostel.
Rank 3 –Housing.
Rank 4 – Travelling.
Rank 5 – Recreation.

Non Statutory welfare:

- Most of the workers said “Yes” as their answer of respondents opining on leave policy.
- Most of the workers said “No “as their answer of respondents opining on maternity leave to female.
- Most of the workers said “Yes” as their answer of respondents opining on motivational factor

Safety:

- Most of the workers said “Yes “as their answer of working in night shift.
- Most of the workers said “Yes “as their answer of health care workers safety.
- Most of the workers selected as satisfactory in working hours of the organization.
- Most of the workers said “Yes “as their answer of housing facility.

Facility:

- Majority of the respondents opining on welfare facilities in average.
- Majority of the respondents opining on sanitary facilities in satisfied.
- Majority of the respondents opining on hygienic conditions of working place in satisfied.

- Most of the workers said “Yes” as their answer of training program conducted.
- Majority of the respondents opining on recreation facility in holiday homes.

Health:

- Most of the workers said “Yes” as their answer of overall medical facility provide by the hospital.
- The workers ranked the attributes of that satisfaction level towards medical facility follows.
- Majority of the workers selected as routine checkup in satisfied.
- Majority of the workers selected as first aid in satisfied.
- Majority of the workers selected as medicine supplied in satisfied.
- Majority of the workers selected as ambulance service in satisfied.
- Majority of the respondents opining on working environment in satisfied.

B. Suggestion

In the light of the findings made in the research study, the following suggestions are offered to improve the workers Welfare Measures of the health care workers in MR hospital, Thanjavur. These include the suggestions offered by sample workers also.

In order to increase efficiency of workers, the management has to be constantly in touch with the workers on many vital issues. The workers must have free access to the management. The management must show patience to hear the grievance of the workers. Whenever workers offer suggestions the management would do well to entertain such suggestions and consider them without bias. Flow of information between these groups must be made easy so that their level of work life will considerably improve.

There should be two-way communication between the management and workers as it exercises a profound influence. Adequate noise free workplace, regular rest periods, and other facilities should be provided to workers. Congenial work environment helps to improve attitudes of the workers.

In order to increase the efficiency of workers and create interest in the institution, promotional opportunities may be given. Whenever there is an opportunity the seniority and efficiency of the workers may be considered for promotion for higher position. This will encourage others to show their efficiency.

The management can provide for orientation, refresher, training and sandwich courses to enable workers to get more knowledge in field.

To enhance the working condition of the hospitals, the higher authorities and government should act in a war footing to provide the better working conditions.

6. Conclusion

Among the all, human being is the finest one, who needs skills, talents, attitudes, motivation, career planning and to deliver goods and services in time with the facilities of Labour Welfare Measures. Employees are highly perishable, which need constant welfare measures for their up gradation and performance in this field. In India, service sector is a leading sector, which generates more employment, needs welfare measures for their improvement. The welfare facilities help to motivate and retain employees. Most of the welfare facilities are methods of hygienic among workers are motivated by providing welfare measures. This ensures employee satisfaction result in increased efficiency.

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