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To evaluate the impact on the adoption of total quality management in the private healthcare industry by human resources management practices

¹Pranab Bhuyan, ²Dr. Ajit Singh and ³Dr. AH Khan

¹Research Scholar, Department of Management, Maharaja Agrasen Himalayan Garhwal University, Uttarakhand, India

²Associate Professor, Department of Management, Maharaja Agrasen Himalayan Garhwal University, Uttarakhand, India

³Co-Supervisor, Department of Management, Maharaja Agrasen Himalayan Garhwal University, Uttarakhand, India

Corresponding Author: Pranab Bhuyan

Abstract

In India, the health care sector has grown to be one of the biggest in terms of both employment and income. One of the largest difficulties facing the healthcare business is meeting the demands of all employees while maintaining standards and quality. Practices in human resource management and quality management help employees reach their professional and personal objectives in addition to the objectives of the company. The purpose of the study is to examine the practices of human resource management and overall quality management of medical professionals and their associations in private hospitals located in Haryana, India. To accomplish the intended goals, statistical tools such as the t-test, analysis of variance, descriptive analysis, and regression analysis were also employed. In every organization, human resource management and general quality management are crucial. In a similar vein, the researcher discovered that common HRM activities, such as hiring, understanding personnel policies, hiring, equitable and performance-based compensation, and general feedback, will foster a positive work environment and atmosphere within the company. The TQM factors-strategic planning, recognition, leadership, quality improvement, resource management, and communication-were also identified by the researcher. These parameters will aid in the development of a quality organization. The impact of HRM on TQM was determined by the researcher. In the majority of situations, HRM variables such as remuneration, training and development, and HR planning have a significant association ($p < 0.05$) with TQM, whereas in certain cases, employee motivation has no significant association ($p > 0.05$) with TQM.

Keywords: Health care, human resource, remuneration, training, planning

Introduction

One of the organization's most valuable assets is thought to be its human capital. The phrase "human resource management" (HRM) refers to the effective and efficient administration of employees. Three areas comprise a human resource manager's accountability: overall company growth, employee upkeep, and HR planning. The goal of human resource management is to find, nurture, and keep talent in the company. Human resource management will always face these three difficulties.

All aspects of employment and the growth of both the company and its personnel are covered by human resource management. Its main goal is to determine how employees are helping the company reach its goal and whether they are receiving commensurate compensation for their efforts. Attracting, selecting, motivating, and keeping talent while matching the appropriate individual with the right position

are the fundamental goals of an organization's human resources department. In the current situation, organizations are placing greater emphasis on this in order to improve their organizational standards and accomplish a goal.

Concept of human resource management practices

The combination of a number of procedures that a company uses to manage or handle its most valuable resource-the human being-and to gain and maintain a competitive edge in order to raise performance or standards is known as human resource management. A company may also choose to implement a set of procedures that meet their operating needs.

HR professionals embrace and implement innovative HRM practices, which are defined as international introductions that apply new subjects, processes, systems, and approaches structured to correct employee behaviors and attitudes to

accomplish advanced organizational performance. possibly to be of higher quality in the three scenarios listed, namely

1. when employees acquire the knowledge and skills that supervisors lack,
2. when employees are willing to contribute their knowledge and expertise through voluntary efforts, and
3. when business or marketing strategy is accomplished solely through the voluntary efforts of employees.

These procedures are commonly employed in hiring, training, and performance reviews. Benefits helped employees improve their psychological relationships with their employers. Performance on both an individual and organizational level increases as a result of employee engagement.

Factors in fluence on human resource management practices

The organization's human resource management is influenced by two variables.

External Factors

Economic conditions: In the current economy, it is a major external effect. In addition to the present group of businesses, it may also have an impact on future hiring, selection, and pay scales.

Government regulation: The law and workplace compliances constantly put pressure on the HR department. HR procedures are frequently directly impacted by rules and regulations. Organizations must create policies in accordance with government procedure.

Technological advancement: Advancements in technology can lead to improved progress and growth for the company; implementing new technologies produces outstanding results and may help the organization project a positive image.

Workforce demographic: The demographics of the workforce comprise age, gender, occupation, seniority, income, salary level, marital status, and family status. In terms of aspirations, living standards, traits, and age, the workforce of 2019 differs from that of 2009. The new workforce is distributed differently than it was in the past.

Competitors: There are two types of competitions: healthy or positive competition and unhealthy competition. Gaining or maintaining a competitive edge can be accomplished in a variety of methods.

Internal Factors

Organization size: Human resource practices are significantly impacted by the size of the organization. When it comes to human resources, the firm's dimensions are crucial. Decentralization is used by large corporations for better and more efficient management, and their branches or units may be autonomous due to their greater independence. For ease of control, small and medium-sized businesses have centralized organizational structures.

Business strategy: Organizations will employ

contemporary business strategies in order to generate profit or get different competitive advantages. Only when the plans are integrated with the organization's HRM procedures are they more effective. The performance of the company may improve if business plans and human resource policies developed in tandem.

Organizational culture: The ideology, company expectations, experience, and values that direct individual conduct are all part of the organizational culture. Value, the company's vision, belief, attitude, language, symbol, assumption, habit, and industrial conventions are all covered by religions.

Power and politics: One of the internal elements that affects HRM practices while introducing new policies and procedures in the company is power and politics.

Scope of the study

In northern India the state of Haryana lies. Haryana has 28,875,087 population. The whole state divided into six districts: Ambala, the districts of Faridabad, Gurugram, Hissar, Rohtak and Karnal. Haryana has 22 districts, namely Ambala, Yamunanagar, Kurukshetra, Panchkula, Mahendergarh, Rewari, Karnal, Panipat, Palwal, Faridabad, Rohtak, Bhivani, Sonapat, Jhajar, Hisar, Sirsa, Jind, Narnauls, Fatehabad and Charki Dadri Kahithal, respectively. There is no other district in Haryana.

Six divisions were selected for the study from the state researcher of Haryana; six hospitals were selected by the division of Ambala; three hospitals were selected in the division of Faridabad, one in the division of the eleven hospitals by Gurugram; four hospitals were selected in the Division of Hissar; three are hospitalised in the division of Rohtak. The scientist has supported the population criteria for sample size measurement.

Review of Literature

Sheopuri (2019), Other than pay scale and promotion, healthcare workers do not have a specific mechanism in place to reward productivity or results. The "Government wish" determines hiring and advancement in government hospitals, where there are several opportunities for political connections.

According to the findings, health care personnel face a number of difficulties, including a lack of dedication, initiative, and contentment, as well as unfavorable working conditions and employee conflict. The researcher recommended a number of actions to address the aforementioned issues, including creating and adhering to appropriate HR rules free from bias and providing weekly training to staff members.

Singh and associates (2019) The study was carried out in India's northern state of Punjab. The purpose of this study is to assess the degree of job satisfaction among a range of healthcare professionals and to pinpoint the major determinants of job happiness. Punjab government healthcare services were chosen as the study's focus area. The results indicate that the working conditions, employee benefits, reward system, and advancement did not satisfy the respondents. Nonetheless, they were really pleased with the coworker's assistance, guidance, work style, and

communication. These factors require attention from the organization. Employee mental health is directly impacted by job satisfaction.

In 2019, Ozdal and Oyebamiji The goal of this study is to examine how TQM is applied and how it affects staff performance in Oyo's teaching hospitals. Structured questionnaires were given to 106 medical personnel using a random sampling technique to gather data; the results indicated that financial and political pressure were the external factors influencing hospital performance. Leadership and employee happiness are two aspects of implementing TQM procedures. Productivity, effectiveness, flexibility, and profitability are all impacted favorably by employee performance.

Objectives of the study

To evaluate the impact on the adoption of total quality management in the private healthcare industry by human resources management practices.

Research Methodology

After identifying the study topic, the researcher must look for a potential remedy to address that specific issue. The methodical process of creating a plan or outline for a study that includes developing strategies, plans, data gathering methods, tools, and methodologies is known as research design. The research design was framed by the exploratory and descriptive study. It is exploratory since it reviews the performance and advancement of the health care sector and examines a variety of literature from different sources. Because questionnaires were distributed to the respondents to report their perceptions, behaviors, and levels of satisfaction, it is also descriptive. The impact of human resource management practices on the application of total quality management in the private health care sector in the Indian state of Haryana is the subject of this study. The first step is to determine the most important total quality management metrics and significant HRM practices, particularly for those employed by private hospitals. To obtain a valuable and noteworthy overview of the literature on the subject, secondary research has been conducted. A number of factors were determined based on reviews of the literature. Both primary and secondary data are used in the investigation. Through the use of questionnaires, the necessary fundamental data was gathered, and various statistical methods were used for analysis.

Sources of Data Collection

The information needed to complete the research goal was

gathered from primary and secondary sources.

Primary Data: A variety of sources, including surveys, questionnaires, interviews, and observation, are available to gather primary data. The major data used in this study was obtained by the survey approach, which involved distributing a standardized questionnaire to a chosen sample of private hospital employees. Hospital administrators granted permission to conduct the study and gather information from their staff. The employees received the printed questionnaire form in a few of days after it was sent to them.

Secondary Data: collected from a variety of sources, including books, publications, company manuals, journals, and official government websites.

Statistical Tools

It's possible that the facts or answers gathered from the survey aren't as significant. We must examine and evaluate the unprocessed data in order to get any insightful findings. 800 employees were asked to complete a questionnaire, and 660 of them answered, providing the major source of the data. The data is analyzed and interpreted using the following tools. The hypothesis has been diagnosed using a variety of statistical methods. Methods were employed in accordance with the defined objective and hypothesis.

Results and Data Interpretation

Demographic profile of respondents

Table 1: Gender of respondents group statistics on human resource management (HRM)

	Gender	N	Mean	Std. Deviation	Std. Error Mean
1. HR planning	Male	300	3.40	0.62	0.03
	Female	360	3.41	0.65	0.03
2. Training & development	Male	300	3.41	0.56	0.03
	Female	360	3.44	0.57	0.02
3. Employee Motivation	Male	300	3.38	0.66	0.03
	Female	360	3.23	0.67	0.03
4. Compensation	Male	300	3.37	0.70	0.03
	Female	360	3.26	0.68	0.03
5. Leadership	Male	300	3.48	0.66	0.03
	Female	360	3.36	0.60	0.02
6. Communication	Male	300	3.65	0.82	0.04
	Female	360	3.53	0.66	0.03
7. Quality Improvement	Male	300	3.66	0.72	0.03
	Female	360	3.63	0.65	0.03

Table 2: T-Test statistic

Levene's Test for Equality of Variances				t-test for Equality of Means						
		F	Sig.	t	Degree of freedom	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
HR planning	Equal variances assumed	1.537	0.215	-0.141	658	0.888	-0.005	0.035	-0.087	0.074
	Equal variances not assumed			-0.142	561.4	0.887	-0.005	0.035	-0.087	0.073
Training & development	Equal variances assumed	3.112	0.078	-0.791	658	0.429	-0.021	0.030	-0.103	0.037
	Equal variances not assumed			-0.792	649	0.428	-0.021	0.030	-0.11336	0.037
Employee Motivation	Equal variances assumed	1.350	0.246	2.973	658	0.003	0.134	0.037	0.038	0.23
	Equal variances not assumed			2.977	649.4	0.003	0.134	0.037	0.038	0.2400
Compensation	Equal variances assumed	0.375	0.540	2.178	658	0.030	0.100	0.040	0.010	0.200

	Equal variances not assumed			2.174	638.5	0.030	0.100	0.040	0.010	0.200
Leadership	Equal variances assumed	3.158	0.076	2.750	658	0.006	0.114	0.034	0.024	0.204
	Equal variances not assumed			2.730	616.3	0.006	0.114	0.035	0.024	0.204
Communication	Equal variances assumed	7.993	0.005	2.151	658	0.032	0.105	0.043	0.010	0.211
	Equal variances not assumed			2.122	580.2	0.034	0.105	0.043	0.007	0.212
Quality Improvement	Equal variances assumed	8.120	0.004	0.625	658	0.532	0.020	0.040	-0.056	0.120
	Equal variances not assumed			0.621	621.9	0.535	0.020	0.040	-0.056	0.120

There are two components to gender, which is an independent variable: male and female. Out of the 660 responders, 300 are men and 360 are women, according to the research.

The t-test has been used to analyze the seven factors in the following table. Nonetheless, the independent sample t-test has been used to evaluate the sample sizes of men and women based on comparable criteria. Levene's test for equality of variance is first analyzed. In order to determine whether or not the population and variance sample distributions are equal, Levene has been evaluated in this section. Therefore, the significance value indicates whether the variance is equal or not.

The value indicated by the line immediately below stating that equal variance is not assumed will be utilized for analysis if the significance value is less than or below 0.05, indicating that the variance of the two samples is not equal. The variance of the two independent samples to be compared is equal if the value is more than or equal to 0.05. Levene's value is very useful since it helps compare non-comparable sample sizes by adjusting the variance and comparing them based on that.

The sample sizes for the five elements in the above table- HR planning, training and development, employee motivation, compensation, and leadership-are relatively large and almost equal to one another; the Levene's Test for equality value is greater than 0.05. Therefore, in this instance, the line that states "equal value assumed" will be examined.

Finding the two-tailed significance value comes next after looking at Levene's value. According to this approach, there is variance or differences in the results of the compared samples if the value is less than or equal to 0.05; however, if the value is greater than or equal to 0.05, there is no variation or difference in the results of the two samples.

Values for the communication and quality improvement variables are less than 0.05 in this case, and male and female opinions of these two factors differ and are significant.

Conclusion

Human resources are regarded as one of the organization's greatest assets. The phrase "HRM" is used to efficiently and successfully manage staff. A Human Resources Manager's responsibility for HR planning, maintenance of staff and general organisational success is divided into three sections. The task of management of human resources is to build, develop and retain talent. In the management of human resources these three difficulties will never change.

Management of human resources covers all aspects of employee and organisational growth and employment. The main concern is to see how employees help achieve the corporate objective and gain from their participation. The basic motivation of an organization's human resources department is to attract, choose, motivate, retain talents and

make the right person to the right job. In the present situation, the organisations emphasise this in order to enhance their organisational standards and attain an organisational objective. The Indian government's principal purpose is to ensure that people with financial depressions or other challenges received unlimited physician and hospital treatments. The health centre, according to health condition, sex, income or age, should not be measured. In the HR department the cultures of the Indian hospitals are observed and shaped.

Today all of India's hospitals have been invited to identify and evaluate values, behaviours and competencies that constitute the culture today. HRM also plays a key part in the development of employees. This is achieved by helping individuals prepare for and support internal jobs to attain more jobs outside the organisation. This scenario demonstrates the crucial functions an HRM may play when organisational changes are brought together.

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