

# CHAPTER - I

CHAPTER - 1  
RESEARCH DESIGN

INTRODUCTION :

The purpose of this chapter is to introduce the study explaining the need of Human Resource Management for Barshi Maternity and General Co-operative Hospital, to highlight the significance of the study, to state the aims and objectives of the study. Also this chapter describes the research methodology adopted for research work by quoting the limitations and utility of the study.

A) INTRODUCTION TO THE STUDY :

Human resources are recognised as the most important asset by the progressive organisations. Efficient use of these resources is very complex issue before the managers as the behaviour of human beings is not easy to understand and control. Its scope has been widened to include human relations, leadership, motivation etc. Investment of huge capital and adoption of advanced technology alone cannot increase productivity and profitability of an enterprise unless human resources co-operate with the management in the effective utilisation of capital and technological resources.

Improvement of Human resource management relevant points are efficiency of an organisation, efficiency of an individual worker, manpower planning, Right man for right job, sound development programmes, Recruitment and selection, organisation and directing, Inter relations, job, analysis, promotions and rewards to employees adequate

wage and salary administration, discipline, proper grivance procedure, Trade union etc. All these aspects discussed one by one to know the importance of human resource management in every field.

**B) SIGNIFICANCE OF THE STUDY :**

The object of an Investigator, who enters in to a large and first co-operative hospital In Maharashtra, like Barshi Maternity and General Co-operative Hospital, Barshi with an Inclination of elighting himself with the tought of knowing about effectiveness of human resource management practices, is to make an In-depth study on related fields concerned. Nobody have studied this aspect of hospital. Through principles are universal, practices are Individual therefore, individual study is essential.

It is clear that the idea behind this work which suits the observers interest and also atleast make a little help to management of Barshi Maternity and General Co-operative Hospital, as Barshl, which will increase the effectiveness and efficiency and moreover accuracy of managirial decisions. And finally this study deals with the positive and negative aspects of human resource management practices.

**C) AIMS AND OBJECTIVES OF THE STUDY :**

The main purpose of the study is to measure the effectiveness of Human resource management practices In Barshi Maternity and General Co-operative Hospital, Barshi. The other objective is to create an awareness in the managers about their management practices for successful performance of hospital. Next aim is to study the efforts of

good Human resource management practices and to suggest the remedies to the problems.

To achieve the above purpose the following specific objectives are raised. They are :

- 1) To know about the importance of Human resource management practices the following issues are taken in to consideration.
  - i. maximum utilisation of workers
  - ii. maintain good relationship between employees
  - iii. minimum use of resources
  - iv. improvement of workers skills
  - v. right man for right job
  - vi. good wage and salary administration
  - vii. manpower planning and control
  - viii. job analysis
  - ix. selection and placement of employee
  - x. proper development programme
  - xi. performance appraisal
  - xii. training methods
  - xiii. promotion policy
  - ivx. absenteesum
  - vx. grivances
  - vix. trade union
- 2) To know whether or not the professionalisation in medical services in our hospital.
- 3) To know whether or not the organisational behaviour problem is arise.

- 4) To know whether or not job satisfaction among the workers in the hospital.
- 5) To know that the hospital is free from trade unions.
- 6) To know about promotion or reward system is there in hospital.
- 7) To know whether or not Training programme is arranged by hospital.
- 8) To know whether or not they arrange seminars or any refresher courses to doctors.
- 9) To know whether or not any training procedure to nurses.
- 10) To know whether or not the hospital adopted the new technological methods.
- 11) To know whether or not they used new instruments in hospital.
- 12) To know whether or not the hospital maintain a organisational climate.
- 13) To know whether or not they needs a separate department of management.
- 14) To know whether or not the provision of house-keeper in hospital.
- 15) To see that the hospital required a proper staff.

#### D) RESEARCH METHODOLOGY :

The research methodology means the ways or the techniques that are adopted for understanding the research study.

##### 1) RESEARCH :

Research is nothing but adding something new to the existing body of knowledge. It is a search for new knowledge. It is systematic and scientific investigation into the problem to find out new. In short finding out something new means research.

##### 2) METHODS

Two methods are generally used in studying the Social Phenomenon. They are Inductive and Deductive.

#### INDUCTIVE METHOD

Induction is a movement in knowledge from particular to the general. Induction is the method, by which we observe, watch and assess a particular fact. We separate these from others and collect and classify them to draw a conclusion. A conclusion is a generalisation from multiplicity of facts whether the conclusions are valid or invalid can be determined only by applying the conclusion to particular cases. In this method, we have to observe the relation of agreement between a multiplicity of facts, because similar facts must be expression of the same law. If we find common factors in a group, we form a hypothesis about it on this basis. For example, if a doctor finds that all cancer patients, he has come across, are heavy smokers, he easily concludes that smoking is the cause of cancer.

### DEDUCTIVE METHOD

In complete contrast with the inductive method, is the method of deduction, in which we proceed from general rules to particular cases. For example, if we have a hypothesis that drinking leads to accidents, our hypothesis can be deductively verified, if we find that all major accidents that occurred in a particular town were due to drinking nature of drivers. In short, the process of applying a generalisation to specific case and thus verifying it, is a deductive method of research.

The present study is a case study, therefore, I have adopted the inductive method of research. I am studying a particular co-operative hospital (Barshi Maternity and General Co-operative Hospital) and then forming a general rule which may or may not be applicable to similar hospitals in the field.

#### CASE STUDY :

If we wish to study a particular case intensively, thoroughly, we must use the qualitative technique, which is known as case study method. In other words, for depth studies of singular cases, the case study method is to be used.

I have taken only one Co-operative hospital therefore it is a case study method of research.

### MANAGEMENT RESEARCH AND SOCIAL RESEARCH

Management Research is different from social or other academic research. It is important to know the basic difference between these two fields of research. Present study is coming under management research because it is study of Human Resource management practices of co-operative

hospital. Therefore, it is necessary to know the difference between these two fields of research activity.

#### **MANAGEMENT RESEARCH :**

Research in management is broadly a systematic activity directed towards investigating managerial or business problems and it results in invention or discovery of management tools for problem - solving and decision - making. It can be a detailed investigation of existing problems, practices or process of management. Research in management is basically meant for a specific purpose and that is why management researches are, by and large, result oriented.

#### **DIFFERENCE BETWEEN MANAGEMENT AND SOCIAL RESEARCH**

Managerial research acts as an aid to managerial decision - making, while social or other researches are of academic utility. Utility of social research includes social prediction, social enlightenment, social welfare, social growth, social control, improving and perfecting the tools of social research etc, on the other hand managerial research has substantial relevance from the functional point of a manager; that is planning, forecasting, decision-making, organising, directing, motivating, co-ordinating, controlling etc. It means in management research qualitative study is made while social research is a quantitative study.

#### **A CASE STUDY :**

The present research work falls under management research. A case-study method is being used for research work. A Barshi Maternity and General Co-operative Hospital, Barshi is taken as a case to investigate the human resource management practices and thereby to suggest better

management practices for general upliftment of co-operative hospital. In Barshi Maternity and General Co-operative Hospital the top level management that is president, managing committee, Administrative officers etc. are responsible for management functions such as planning, organising, decision-making, directing, controlling etc. These management functions are observed in the basic areas of hospitals operations that is better facilities provided to patients, personal care taken by doctors using advance technological equipments, maintaining good relationship between patients etc.

#### E) SOURCES OF DATA :

To study the above aspects of human resource management functions and to observe their relevance in specific area of operation of co-operative hospital, primary and secondary sources of data are used.

#### PRIMARY SOURCES OF DATA

Primary data are those, which are collected a fresh and for the first time, therefore, it is original in nature. These are original observations collected for the first time, such data facilitates original investigations and observations, leading to useful and valuable results. It is collected during the course of doing experiments in case of experimental research but in case of descriptive type of research, primary data can be obtained either through observation or through interviews,

#### SECONDARY SOURCES OF DATA

Secondary data is based on second-hand information. The data which have already been collected, compiled and presented earlier by some one, may be used for the purpose of investigation, such data may be called

secondary data. Secondary data may either be published or unpublished data. Publications of government, technical and trade journals, books, magazines and newspapers, reports and publications etc. are published secondary data. The sources of unpublished data are many they may be found in diaries, letters, unpublished biographies etc.

#### F) TECHNIQUE OF DATA COLLECTION :

In order to investigate the management practices of Barshi Maternity and General Co-operative Hospital Barshi. I have extensively used the different sources of Primary data. That is observation, personal interviews and questionnaires etc. I have observed the actual working of hospital by giving several visits. When I am visiting the hospital, I am asking questions to the patients, their relatives, about the facilities they receiving by hospital. I have also arranged personal interviews of doctors, Administrative officer, Nursing staff, Ward boys etc and collected valuable information for research work.

#### G) LIMITATIONS OF THE STUDY :

The study is confined to Barshi Maternity and General Co-operative Hospital, which is located in Barshi, therefore the study involves the limitation of case study. No claim, therefore, can be made about the universality of the research findings. The study covered the period of latest 5 years only from 1990 to 1994. The idea behind the selection of this period is to trace the recent trends in the Human Resources Management Practices of hospital.

Time is the another limitation for conducting a study on Human resource

practices of the said hospital. It is a M.Phil course dissertation. The total duration of the study is of two years. In the first year theory papers are to be studied and only one year (2'nd year) is available for research work. Therefore, within the short span of time, efforts have made for detailed study.

#### H) UTILITY OF STUDY :

It is equally important to put forth the utility of research for further research work. Though I have studied only one co-operative hospital as a case study, the results of study are useful for other co-operative hospitals, with slight variations and modifications, according to the nature, functions and problems of the co-operative hospital. Let us hope that the findings, observation and suggestions may be beneficial and useful to other co-operative hospital in the similar field.