

Chapter 70

Caring for the Caregivers Through Healthy Human Resource Practices: The Caregivers

Mihir Dilip Kalambi

S.K. Somaiya College of Arts Science and Commerce, Mumbai, India

ABSTRACT

India has a colossal shortage of human resources for health. The management of human resources in a healthcare institution is vital to enable the delivery of efficient and effective medical services and to achieve patient satisfaction. Everyone proclaims that the human asset is the most important asset. On the other side, health is declared to be one of the most important wealth. Hospitals and pharmaceutical companies constitute two arms of the “health management/ maintenance” effort of humanity. Human resource professionals face many hurdles in their attempt to deliver high-quality health care to citizens. Some of these constraints include budgets, lack of congruence between different stakeholders’ values, absenteeism rates, high rates of turnover, and low morale of health personnel.

INTRODUCTION

Human resource management is a philosophy of people management based on the belief that human resources are uniquely important to an organization's success. An organization gains competitive advantage by using its people effectively drawing on their expertise and ingenuity to meet clearly defined objectives.

Human resource management is aimed at selecting capable people, flexible, and committed people, managing and rewarding their performance and developing their key competencies. The importance of human resource management has increased two-fold these days. Without the effective use of human resources management can never accomplish organizational objectives.

DOI: 10.4018/978-1-6684-3873-2.ch070

HRM Roles Include

- Attention to functions such as staffing, training, appraisal and compensation;
- Application of quality and productivity principles to improve HRM function;
- Application of 'synergistic' policies and principles.

When pertaining to health care, human resource can be defined as the different kinds of clinical and non-clinical staff who are responsible for public and individual health. The performance and the benefits the system can deliver depend largely upon the knowledge, skills and motivation of those individuals responsible for delivering health services. Based on progressive organizational thinking, the human resource is assumed as a major asset among company's production factors. Even as India has made remarkable economic progress in the last two decades, its healthcare system continues to trail behind those of other emerging economic powers.

Organizations providing health services should improve and strengthen their human resource management principles and rely on their own capabilities in order to have positive effects on their entire system (Schiffbauer et al., 2008). Therefore, the staffing and employing human resources should be planned as part of the organizational activities and healthcare issues because other infrastructures such as healthcare organizations and health centres, sources of financial investment, services systems, information systems, payroll systems and so on affects directly the structure and function of human resources (Mostafayee, 2004).

In terms of the growth rate, the healthcare industry in India is moving ahead neck to neck with the pharmaceutical industry and the software industry. Till date, approximately 12% of the scope offered by the healthcare industry in India has been tapped. The healthcare industry in India is reckoned to be the engine of the economy in the years to come. Growing at an enviable rate of 15% every year.

Existing healthcare organizations are expanding by opening hospitals in new service areas and new organizations entering with state of art equipment, latest technology and marketing strategies. Consequently, competition in the healthcare sector is on the rise. Increased incomes and awareness levels are driving the customers to seek quality healthcare.

Healthcare providers and organizations, particularly hospitals, provide the public with the most important and fundamental health services (Torabipour, 2004) and is unique because of various experts and professionals working in a variety of services. Besides, there are at least three main reasons for attention to workforce issues in hospitals and health sector in general:

- Hospitals depend on their human resources because of they are service based;
- Human resources are allocated the high proportion of funds in the health sector;
- Poor human resource management in this sector results in high economic and human costs (Mahdavi, 2006).

Meyer and Allen (1997) gave three dimensions to the concept of OC: (1) Affective component that reflects an emotional bond between an employee and the organization which is based on the individual's identification with the organization. Work experience has shown to be the strongest and the most consistent link with the affective commitment. (2) A 'Continuance' component refers to the perceived cost of leaving an organization due to accumulated investment or 'side bets' in the organization. The employee's association does not go beyond the continuance of membership with the organization; and finally (3) A

6 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage:

www.igi-global.com/chapter/caring-for-the-caregivers-through-healthy-human-resource-practices/295405

Related Content

Diversity and Inclusion in Telework for Persons With Disabilities After COVID-19: A Literature Review

Kai Seino (2024). *Effective Human Resources Management in the Multigenerational Workplace* (pp. 102-114).

www.irma-international.org/chapter/diversity-and-inclusion-in-telework-for-persons-with-disabilities-after-covid-19/335444

Strategic Human Resources Management: Strategies in Iraq and Jordan

Ahmad Ali Salih (2022). *Research Anthology on Human Resource Practices for the Modern Workforce* (pp. 1074-1093).

www.irma-international.org/chapter/strategic-human-resources-management/295390

Navigating HRM Challenges in Post-Pandemic China: Multigenerational Workforce, Skill Gaps, and Emerging Strategies

Mohamad Zreik (2023). *Enhancing Employee Engagement and Productivity in the Post-Pandemic Multigenerational Workforce* (pp. 171-188).

www.irma-international.org/chapter/navigating-hrm-challenges-in-post-pandemic-china/333498

HRM Practices in Human Capital-Intensive Firms: An Empirical Study of IBM Corporation

Sabrina Loufrani-Fedida (2022). *Research Anthology on Human Resource Practices for the Modern Workforce* (pp. 921-938).

www.irma-international.org/chapter/hrm-practices-in-human-capital-intensive-firms/295382

Remote Work: A Paradigm Shift in the Modern Workplace and Its Impact on the Workforce

Yasemin Baland Nazl Ece Bulgur (2023). *Enhancing Employee Engagement and Productivity in the Post-Pandemic Multigenerational Workforce* (pp. 374-391).

www.irma-international.org/chapter/remote-work/333509