

Role of Human Resource Management in Different Organisations: A Special Focus on Health Care Organisation

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Abstract—The concept of Human Resource management is very important for the success of an organisation. Human resource management is concerned with the human beings. It is the process of managing people in organisations. The main focus of Human Resource management is to develop and manage the human element of any enterprise. It helps in arranging and maintaining adequate manpower inventory, which in turn, ensures the smooth working of the organisation. The main focus of this paper is to explain the role and importance of Human resource management in an organisation. This paper explains the importance of human resources in different organisations including health care organisations. An important element of the human resource management is the human approach while managing people. This approach helps an organisation in achieving its goals and in the self satisfaction of the concerned persons.

Human Resource Management: An Overview

According to Flippo, “Human Resource Management is the planning, organising, directing and controlling of the procurement, development, compensation, integration, maintenance and reproduction of human resources in the end that individual, organisational and societal objectives are accomplished”.

The purpose of Human Resource Management is to maximise Employee performance by management of the Human resources. It is management of people within organisations. Success of an Organisation depends upon its Human Resources. Human Resources are the Wealth of an organisation. Management can get and use the skills, abilities, talents, knowledge and aptitudes of human beings by developing them and thus, utilising them. Human Resource Management is concerned with the management of Human Elements in an enterprise. It focuses on effective management of people.

OBJECTIVES OF HUMAN RESOURCE MANAGEMENT

Objectives of the Organisation play an important role in integrating the employee interests and the management interests. While framing the Human Resource Objectives of the organisation, Care is taken to consider the needs and interests of the employees. Human Resource Management is an Integral part of the process of management. It should increase employees job satisfaction. It should stimulate every employee to achieve his potential. HR Policies should be communicated to all employees so that their ideas, opinions, feelings and views can be tapped by the management. Human Resource management covers areas like Job Analysis and Job Design, Recruitment, Selection, Placement and Induction, Training, Performance Appraisal, Internal Mobility and transfers, Compensation Management, Incentive Plans and Fringe Benefits etc.

Employees with right skills and talents are assets of an organisation. They contribute a lot to the efficient running of the organisation. With wrong recruitment, The organisation suffers heavily in beating competition and bringing innovation, and it pays heavily in terms of low productivity, low competency and low benefits. Job Requirements should be studied well before determining the needs for persons both in terms of number and type. The educational and technical requirements to manage different jobs should be properly analysed so that right types of employees are selected in the Organisation.

TALENT MANAGEMENT BY SUCCESSFUL COMPANIES

Successful Companies develop and nurture leaders and groom them for higher roles as their career plans. Companies like Microsoft, Google and Apple not only attract the best talent in the market but also manage them well, leading to their practices becoming a model for other companies to follow.

Human resource management can be applied to any organization; a special reference is of health care organisation, where human resource management plays a very important role in building a relationship between the organization and the consumer.

Healthcare Sector in India

Healthcare has become one of India's largest sectors both in terms of revenue and employment. Healthcare comprises hospitals, medical devices, clinical trials, outsourcing, telemedicine, medical tourism, health insurance and medical equipment. The Indian healthcare sector is growing at a high speed because it has strengthened its coverage and services. Another reason for this growth is that Public and Private players are spending more expenditure in this sector. The overall Indian healthcare market is worth around US\$100 billion. It is expected to grow to US\$280 billion by 2020. The Indian medical tourism industry is pegged at US\$ 3 billion per annum.

ROLE OF HUMAN RESOURCES IN DIFFERENT ORGANIZATIONS INCLUDING HEALTHCARE ORGANISATIONS

Human resource management acts as a partner or link or as a mediator between the human resources and the management of the department, no matter whatever the type of organization it is. Every HR department have similar responsibilities in every organization. Health care organisations have double structure of health care managers and clinical managers and they need to supervise two types of employee groups with different training needs and different responsibilities. To foster a relationship between HR department and senior management ,an organization should follow some steps:

- HR employees should provide internal consultation to the employees and can provide recommendations about employee relations.
- Management should invite HR employees for strategic planning meetings.
- Management should ensure that HR department provides proper training to the employees on routine basis.
- Proper audit of the HR department should be done, such as audit of incentive plans, turnover rates, strategic planning etc.

In case of health care industries, human resource management plays a greater role by establishing a relationship between organisation and the consumer. They both build a foundation relationship of all the activities in the organisation. It is also the responsibility of HR managers to provide ethical training to the employees so that a proper ethical organisational should be build up by properly following code of ethics. Health care employees are exposed to the contaminated environment such as bacteria , radiation, contaminated blood , toxins and chemicals. Proper

surveillance of the workplace should be done from time to time for the safeguard of employees. It is important to monitor workplace standards. HR department should collaborate with the employees and should provide proper training and educational material to the employees for their security and safety and they should be made aware about dangers of the workplace.

CONCLUSION

Human resource management to conclude is a very important aspect of an organisation. An organisation will be like a body without blood or life without Human Resource Management. HRM helps an organisation in training its employees and safeguarding them against risk and dangers of workplace. Human resources are the assets of an organisation and their value can be increased by providing them proper training and development. Managers should be trained in human resource management concepts to be effective supervisors and leaders of their employees. This can be helpful in small organisations but in the case of large and complex organisations, HR department should consist of both generalists and specialists in human resource functions in collaboration with the employees. Human resource management can be applied to any activity and any organisation. It has an important role in both small and big organisations. It plays an important role in building a legal and ethical workplace environment. It provides information about health care careers and It is responsible for job analysis, hiring process and employee benefits.

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