
Published by: Abhinav Publication***Abhinav International Monthly Refereed Journal of Research in
Management & Technology***

**GENERAL CLIMATE IN THE HOSPITALS – THE DECISIVE
FACTOR FOR HUMAN RESOURCE DEVELOPMENT****Dr. Parvez A. Mir¹**

Assistant Professor, School of Business Studies, I. University of
Science & Technology, Awantipora, Kashmir (J&K), India
Email: mirparvez7@gmail.com

Mohd Ashraf Parry²

Head of Department, School of Business Studies, I. University of
Science & Technology, Awantipora, Kashmir (J&K), India
Email: ma.parry@islamicuniversity.edu.in

ABSTRACT

India, which is in the cusp of developing to a developed stage, right now needs quality rather than quantity healthcare services. Theoretically, from the management point of view, the human capital is given the highest order but in practice falls far short of the expectations including healthcare sector. Being a service industry, the success of hospital industry depends mainly upon its human resources, as satisfied employees translate their services into the patient satisfaction and loyalty. But it has been found that employee's motivation and satisfaction is directly dependent on the existing general climate of the organization. The general climate variables include Boss-subordinate relationship, employee development, personnel and line management policies. This paper tries to analyze at a comparative level, the perception of medical and para-medical staff towards the general climate variables in the healthcare sector.

Keywords: HRD; General Climate; Healthcare Sector; ESOP

INTRODUCTION

Globalization has forced the Indian hospitals (to try) to become highly competitive in order to meet international set standards and has given a golden opportunity for Indian healthcare system to become a major medical tourism destination. In fact the domestic healthcare market is huge as the current status of 1.25 billion population of India speaks volumes about the market potential as the medical tourism in India is now Rs. 1,330 crore industries and can offer a wide range of specialized services at less than a one fifth of the cost in developed countries (Anonymous, 2006). No doubt, Healthcare facilities being provided in some of the hospitals are at par with those being provided in the developed nations but still healthcare index under Human Development Index (HDI) is abysmally poor (Anonymous, 2006). So Healthcare professionals have to play a crucial role in terms of making and enabling employees to constantly learn, unlearn and relearn the changes and adopt themselves to the current competitive environment. In this scenario, macroeconomic policy should focus on Human Resource Development (HRD) in the healthcare sector. HRD has gained wide currency both at the micro and macro level in the last decade, and has to play a catalytic role in building, facilitating and delivering right kind of healthcare services (Singh, 2003). At the macro level, healthcare industry has to make efforts in the improvement of quality of work life of the people at the national level (Shukla, 1987), and at the micro or organization level, hospitals have to improve the quality of life of the employees so as to achieve greater efficiency and effectiveness (Rao, 1996) which means total all