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A STUDY ON HUMAN RESOURCE DEPARTMENT WITH SPECIAL EMPHASIS ON OCCUPATIONAL HEALTH AWARENESS OF EMPLOYEES IN SUPPORTIVE DEPARTMENT IN A TERTIARY CARE HOSPITAL

Occupational Health

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ABSTRACT

The study is conducted to understand the functions and responsibilities of the human resource department with special emphasis on occupational health awareness of employees and to study the existing supportive department system of the human resource department of the hospital. It is broadly a descriptive study done by conducting an occupational health awareness survey for collecting data from the employees with the help of a questionnaire and a semi-structured interview. The significance of occupational health knowledge and human resource assistance in influencing hospital personnel's work environments is highlighted by this study. The results show that staff members' opinions about training opportunities, job satisfaction, and communication channels are typically positive. Significant issues were found, about access to mental and occupational health treatments, clarity of work-related objectives, and compatibility with hospital goals. These realizations highlight how important HRM is to adjusting to the demands of the company and creating a positive atmosphere. Raising awareness of occupational health issues not only improves worker happiness but also fosters a positive workplace culture that is essential for drawing and keeping skilled healthcare workers.

KEYWORDS

Occupational health, compatibility, realizations, HRM

INTRODUCTION

The human resource department is crucial for the success of any organization, especially in the era of liberalization, globalization, and technological advancement. Human resource management focuses on the strategic deployment, motivation, and development of human resources to achieve organizational goals. Concurrently, Occupational health awareness is vital for employee well-being, job satisfaction, and overall organizational performance.

According to the International Labour Organization (ILO), one of the main tenets of social justice is the protection of workers against illnesses, injuries, and diseases that result from their jobs. According to the WHO, decent employment eventually equates to safe work, and occupational safety and health are essential human rights (1). Human resource management (HRM) practices are said to be the source of competitive advantage (3) and frequently result in excellent company performance (2). Additionally, a connection between HRM and innovation performance has been found by researchers (4,5,6,7,8).

In this context, understanding the intersection of HRM and occupational health not only enhances organizational resilience but also fosters a workplace culture that promotes both employee welfare and strategic business success. These practices are increasingly recognized for their pivotal role in stimulating innovation within organizations and fostering a culture of creativity and adaptability in competitive markets. By prioritizing the well-being and development of its workforce, organizations can navigate complexities, drive innovation, and achieve sustainable growth in today's rapidly evolving global economy.

Specific Objectives

1. To identify the functions and responsibilities of the human resource department.
2. To study the existing supportive department system of the human resource department in the hospital.
3. To examine the promotion and maintenance of the physical, mental, and social well-being of the workers in the organization.

Methodology

The research design employed in this study focuses on assessing occupational health awareness among the human resource department and supportive staff of a hospital using a combination of questionnaires and semi-structured interviews. The duration of the study is unspecified, and a systematic sampling method was utilized to select every 5th staff member from the supportive administrative department, resulting in a sample size of 34 employees out of 170. Data collection involved both primary sources such as personal interviews, observations, and questionnaires, as well as secondary data from internal records. The questionnaire covered various aspects related to occupational health awareness, categorized through a structured interview schedule. Data processing steps included editing, coding, classification, and tabulation to analyze and interpret responses effectively. This approach aims to provide comprehensive insights into the current state of occupational health awareness within the hospital's administrative staff, facilitating potential improvements in health and safety practices.

Data Collection

- **Primary Data:** Observation, personal interviews, and questionnaires.
- **Secondary Data:** Internal records.

Tools for Data Collection

- Questionnaire
- Discussion
- Observation

Administration of Interview Schedule

The interview schedule was prepared to assess the occupational health awareness of employees. The different parts included are:

- Demographic factors (4 questions)
- Awareness of the organization (3 questions/statements)
- Organizational aspects (5 statements)
- Training programs (2 statements)
- Communication
- Work environment
- Occupational health awareness

Data Processing

1. **Editing:** Checking and correcting errors and omissions during data recording and analysis.
2. **Coding:** Assigning numerals to answers to classify responses.
3. **Classification:** Arranging data based on common characteristics.
4. **Tabulation:** Converting coded data into columns and rows.

Table 1: Response Class Interval and Appropriate Signs

	Response	Class interval	Sign
A	Strongly disagree	1.1-2	-
B	Disagree	2.1-3	-
C	Agree	3.1-4	+
D	Strongly agree	4.1-5	+

RESULTS AND FINDINGS

The survey conducted among hospital staff yielded insightful findings regarding their perceptions of various aspects of the workplace environment and support services. Here are the key results:

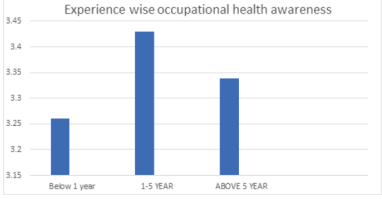

Chart No:1 Experience-wise Occupational Health Awareness

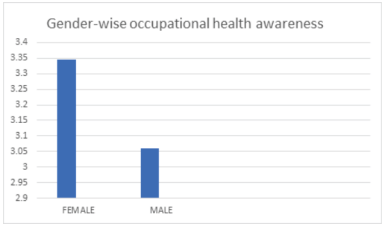

Chart No:2 Gender-wise Occupational Health Awareness

Table No: 2 The Overall Awareness Of Employees

Sl.no	Questions	Score
1.	Goal and objective	3.05
2.	Specific objectives	3
3.	Job description	3.5
4.	Help each other	3.5
5.	Respect colleagues	3.61
6.	Control over career	3.58
7.	Good organization	3.52
8.	Organizational values	3.29
9.	Training	3.23
10.	Job	3.52
11.	Communication	3.76
12.	Level of direction	3.52
13.	Working condition	3.32
14.	Approachable	3.23
15.	Supervisors support	3.11
16.	Trust and confidence	2.85
17.	Different working condition	3.20
18.	Occupational health	2.73
19.	Hygiene	3
20.	Lighting	2.82
21.	Fresh air	3
22.	Noise	3.55
23.	Dust	3.17
24	Seating	3.20
25	Chemical	3.17
26.	Biological	3.47
27.	Environmental	3.44
28.	Atmospheric	3.38
29.	Protective	3.26
30.	Curative	3.64

Interpretation

Staff disagreed with (Q NO: 16,18,20) and they agreed with all other questions.

Experience-wise Employee Awareness

Table No:3 Experience Below 1 Year Of Employees' Awareness

Sl.no	Questions	Score
1.	Goal and objective	3.55
2.	Specific objectives	3.28
3.	Job description	3.92
4.	Help each other	3.92
5.	Respect colleagues	3.85
6.	Control over career	3.57
7.	Good organization	3.78
8.	Organizational values	3.71
9.	Training	3.71
10.	Job	3.35
11.	Communication	3.85
12.	Level of direction	3.5
13.	Working condition	3.28
14.	Approachable	3.14
15.	Supervisors support	2.85
16.	Trust and confidence	2.71
17.	Different working condition	2.92
18.	Occupational health	3.35
19.	Hygiene	3.28
20.	Lighting	3.35
21.	Fresh air	3.42
22.	Noise	3.42
23.	Dust	3.57
24	Seating	2.14
25	Chemical	3.5
26.	Biological	3.24
27.	Environmental	2.92
28.	Atmospheric	2.92
29.	Protective	3.28
30.	Curative	3.5

Interpretation

Staff disagreed with (QNO: 18,19,20) and agreed with all other questions

Table No: 4 The Experience Of 1-5 Year Employees' Awareness

Sl.no	Questions	Score
1.	Goal and objective	1.85
2.	Specific objectives	4.27
3.	Job description	3.25
4.	Help each other	3.58
5.	Respect colleagues	3.62
6.	Control over career	1.06
7.	Good organization	4.11
8.	Organizational values	3.56
9.	Training	3.28
10.	Job	3.14
11.	Communication	3.46
12.	Level of direction	3.71
13.	Working condition	3.63
14.	Approachable	3.73
15.	Supervisors support	4.19
16.	Trust and confidence	4.13
17.	Different working condition	4.23
18.	Occupational health	3.69
19.	Hygiene	2.85
20.	Lighting	3.20
21.	Fresh air	2.572
22.	Noise	3.08
23.	Dust	2.78
24	Seating	2.97
25	Chemical	2.88
26.	Biological	3.32
27.	Environmental	3.81
28.	Atmospheric	3.53
29.	Protective	3.12
30.	Curative	3

Interpretation

Staff strongly disagreed with (QNO:1,6) and disagreed with (qno:19,21,25) and strongly agreed with (qno:2,7,15,16,17) and agreed for all other questions

Overall Agreement and Disagreement

- Agreement: Hospital staff generally agreed on most survey questions, indicating satisfaction with organizational aspects such as communication (Q No. 11), job satisfaction (Q No. 10), and training opportunities (Q No. 9).
- Disagreement: Significant disagreement was noted on specific issues:
- Clarity and alignment of hospital goals and objectives (Q No. 1).
- Satisfaction with specific job-related objectives (Q No. 2).
- Occupational health measures (Q No. 18).
- Mental health support availability (Q No. 19).
- Lighting conditions (Q No. 20).

Gender-Based Differences

- Female Staff: Disagreed notably with aspects related to occupational health, mental health support, and lighting conditions.
- Male Staff: Strongly disagreed with supervisor approachability and expressed dissatisfaction with trust in organizational leadership.

Age Group Differences (30-40 years)

- Staff in the 30-40 age group showed disagreement on several environmental and health-related aspects such as fresh air, seating arrangements, and environmental conditions.

Experience-Based Differences (1-5 years)
- Staff with 1-5 years of experience expressed strong agreement with job-related objectives and supervisor support but disagreed with mental health support and chemical safety protocols.

Employment Status (Permanent Staff)
- Permanent staff members strongly agreed on atmospheric conditions and protective measures but disagreed with certain job-related objectives and occupational health measures.

Additional Observations
- Support Services: Employee counseling services were reported as unavailable in the hospital.
- Fringe Benefits: Some fringe benefits like hostel facilities and medical insurance were provided to employees, which were noted positively.

These findings underscored both areas of consensus and significant areas of concern across different demographic groups within the hospital staff. Addressing these concerns could enhance overall workplace satisfaction and support among employees

Suggestions

To improve worker productivity and cultivate a vibrant organizational culture, several tactical actions can be taken. Structured training programs are crucial in the first place because they teach personnel the institution's operational ethos and principles while also instilling discipline. These programs should also place a strong emphasis on cooperation, coordinating individual endeavors with the organization's overall goal and vision. Moreover, campaigns to increase knowledge among staff members can greatly increase their competence and self-assurance in their jobs. Maintaining optimal productivity and employee happiness requires addressing workload concerns, especially through judicious hiring across many areas. Lastly, offering employee counseling services can offer much-needed assistance, assisting people in successfully navigating both personal and work-related concerns.

DISCUSSION

Based on the survey conducted among hospital employees revealed that although there was a general level of satisfaction with job satisfaction, communication, and training opportunities, there were notable differences in important areas of concern among different demographic groups. The hospital staff's narrative presented a mosaic of viewpoints and experiences.

Some of these employees were uncomfortable with the organization's aims' clarity. There was uncertainty and concern since it appeared impossible to see where the hospital was going. Satisfaction with goals relating to employment was another area of disagreement. It was a common question among the workers whether the institution's greater mission was being served by their everyday activities. This discrepancy was most noticeable when people were talking about the illumination, which many felt was insufficient, and the lack of mental health care.

Gender-based disparities were revealed when the demographics were examined in more detail. Concerns regarding occupational and mental health support were raised more often by female employees, who felt that their particular requirements were not being sufficiently met. Conversely, male employees conveyed discontent with the approachability of their managers and the reliability of their leadership, which impeded their general job happiness.

These views were further complicated by age and experience. There was a gap that needed to be filled between the perspectives of younger employees and those who were new to the field about the environmental and health-related issues and those of their more experienced colleagues.

It took a diverse approach to address these complex issues. Staff members might be given the skills and information they need through organized training programs, and better communication about the organization's goals would help focus everyone's efforts on achieving the same goals. By offering much-needed mental health care, the implementation of staff counseling services would promote a more encouraging and effective corporate culture.

A study by Minikumari et al. at a tertiary care hospital in South India confirmed the significance of these metrics. The study discovered that healthcare personnel's perceptions differed similarly. Although communication and training were notably satisfactory, questions remained regarding the hospital's objectives, employment goals, and support services, such as mental health and occupational health measures. Creating a more encouraging and effective work environment required addressing these problems with improved training and support services. (9)

Furthermore, the necessity of increased knowledge and instruction on occupational health risks became evident, particularly for workers in the washing department. There was a high level of overall safety understanding, but not much specific hazard awareness. To close this gap and provide a safer workplace and improved health outcomes for workers, extensive training programs were required. (10)

Due to insufficient understanding and post-exposure protocols, a subsequent study found that healthcare personnel have a significant chance of contracting viral infections through their work. Sadly, very few had finished their hepatitis B immunization, and even though most had post-exposure prophylaxis within 24 hours, fewer than half had visited an HIV testing facility. Many took the wrong post-injury steps; common problems included disregard for conventional protocols and non-compliance with universal safeguards. These results demonstrated how important it is to continue providing information, training, and enforcing safety regulations to shield healthcare personnel from infection risks. (11)

CONCLUSION

Human resource management plays a critical role in understanding the changing needs of the organization. Occupational awareness is an important concern for employees. A high level of job satisfaction reflects a highly favourable organizational climate resulting in attracting and retaining better workers. Conducting the study on the human resource department and survey on awareness of employee's occupational health awareness helped the researcher to understand the present situation.

Acknowledgment

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Ethical Clearance

We affirm that this study adhered to ethical standards, ensuring the integrity and compliance of our research protocol.

Conflict of Interest

The author declares no conflict of interest.

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