

# HOSPITAL WORKERS AND THEIR PERCEPTION TOWARDS NABH GUIDELINES

**Praveen Bajpai**

Research Scholar, Department of Management Studies Invertis University, Bareilly

**Dr. Hitendra Shukla**

Assistant Professor, Faculty of Management, Invertis University, Bareilly, India

## ABSTRACT

*Healthcare industry is one of those industries which is poised to play an extremely crucial role in times to come. The rampant changes that are taking place in our society with the onset of multifarious and novel diseases like the present Corona pandemic crisis, the responsibilities and the work load of the workers working in hospitals in bound to increase. The present study has been undertaken with the broad objective of identifying the perception of workers working in various hospitals of the Bareilly district (U.P) towards the guidelines issues by NABH regarding patient care and other related operational activities that takes place in hospitals. NABH (National Accreditation Board for Hospitals and Healthcare Providers) is an apex body that provides accreditation to hospitals and healthcare institutions in India and provides guidelines with respect to various dimensions of working related to hospitals.*

*The results of the research study reveal that majority of the respondents perceive these guidelines in a positive manner and believe that it has improved their working atmospherics, training facilities, nature of patient care, HR policies etc. However, the workers also stated that due to the implementation of NABH guidelines, their work load has substantially increased as they remain quite busy in completing various documentation and paper work formalities. Besides this, the respondents also feel that NABH guidelines calls for too much intervention of the management of the hospital in monitoring various things that significantly hampers with the productivity and the mental peace of the workers.*

**Keywords:** NABH Guidelines, Bareilly, Hospital Workers, Working Atmospherics, Management Intervention, Productivity.

## INTRODUCTION

The ever-increasing importance of doctors and hospital workers is one of the significant trends that the current economy of the world is witnessing. The saviors of life are battling the extreme challenges of the modern day world with complete vigor and enormous amount of perseverance. The role of hospital workers and staff members has never been of such paramount significance in the last few decades. Treating patients, delivery best in class services with regards to patient care and successfully meeting out the expectations of the family members of the patient are some of those fundamental dimensions of their complex job that takes a very heavy toll on them and their individual personalities.

Copyrights @Kalahari Journals

In an ever increasingly competitive market, the success of institutions and organizations depends solely upon the way they utilize their skills and resources for their benefit. Amongst those skills and resources, the Human Resources will play the most important role in times to come. Streamlining the HRM activities in an organization help them to ensure continuity of superior performances by the employees which ultimately helps the organization itself in creating a strong name for itself in the market.

Managing the expectations of the workers and providing them a congenial working environment in the current context has become extremely important the successful functioning of all the organization. Every organization that is desirous of expanding its market and increasing its market share is gearing up now and implementing all those practices that are indispensable for the growth of any organization. The implementation must take place in such a manner that it leverages and maximizes the potential of all the employees and motivates them to contribute significantly in the growth of the organization. Besides this, to become more agile and flexible in the market, the organizations must try to explore such innovative practices that can attract the best talent available in the market and can sufficiently motivate the work-force to remain with them for a longer period of time and contribute in the long term growth of the organization.

## National Accreditation Board for Hospitals and Healthcare Providers

In the field of healthcare, the apex and the governing body that gives accreditation to all the hospitals and healthcare institutions in India is the National Accreditation Board for Hospitals and Healthcare Providers (NABH). It is a constitutional body and an important arm of the Quality council of India that issues various guidelines related to patient care, employee rights and responsibilities and rights of the patients. Getting an accreditation from NABH becomes a symbol of quality services and performance benchmarking for hospitals and healthcare providers.

These guidelines are generally the broad objectives that hospitals and healthcare providers need to follow and strictly adhere to in terms of getting accreditation from NABH. The various areas in which NABH issues its guidelines are as follows:

- Nature and quality of patient care
- Rights and responsibilities of patients

Vol. 6 No. 3(December, 2021)

- Rights and responsibilities of employees
- Guidelines regarding health and hygiene
- Guidelines regarding training of the employees
- Quality centric processes
- Documentation guidelines and process work
- Implementation of best policies of HR for the employees.
- Focus on creating a congenial working environment.

## LITERATURE REVIEW

**Prasanna (2011)** had conducted an elaborated research study on the perception of doctors and staff members working in several hospitals across Andhra Pradesh. The findings of the research study reveal that employees perceive NABH guidelines to be of much importance for the patients and the employees. It creates benchmarks of superior performance and improves the overall functioning of the hospitals.

**Narayana, (2013)** has opined that owing to the presence of circumstances that preceded the foundation and development of the subject, research studies centers on healthcare professionals within India followed and galvanized a perspective of critical inquiry that aimed at exposing the structures and institutions that upheld the conditions of healthcare staff members.

There are a large number of studies that were conducted during that time by several researchers to highlight the importance of NABH guidelines across various healthcare organizations in our country. The focus of majority of the research studies was to highlight the perception of employees and healthcare professionals in India. Amongst some of the common perspectives and views found were the increase in the satisfaction level of patients, significant improvement in the training methods and implementation of best practices of HRM.

**Komanna, (2006)** while conducting his research on the various problems faced by healthcare and hospital workers in South India has stated one of the key solutions for their current problems as perceived by majority of the employees was NABH accreditation, which they believed to bring greater amount of efficiency and transparency in their existing working systems.

**Sharma and Singh, (2012)** conducted a detailed study on the hospital workers working across various hospitals in the state of Punjab. The research highlighted several positive aspects of NABH accreditation as revealed by the respondents along with several negatives as well. The negative aspects included increased in paper and documentation work for the employees, more intervention of the management in the daily operations of the hospitals which according to the respondents was causing a severe impact on their performance, increased chances of a legal action being taken by the patient and it was found to be affecting the overall productivity and the job satisfaction of the employees as well. The research further went on to state that the NABH guidelines are certainly very essential for increasing the level and standards of patient services that are being delivered in hospitals and it also improves the working condition for the employees quite

significantly, besides forcing the management to implement best HR practices.

In another important piece of research work being done by **Pramila (2015)**, on measuring the perception and the satisfaction of medical health workers working across several hospitals and healthcare institutes in the state of Uttar Pradesh, she has categorically mentioned the positive dimensions and the benefits that NABH guidelines has for the employees, like –better working conditions, improved facilities of training and development, competitive and attractive pay scales and systematic and timely performance appraisal, improved standards of health and hygiene and a learning and knowledge based working environment. **Vedanta (2016)** has conducted a similar form of research in the state of Uttar Pradesh as well and besides highlighting several common points as have stated by Pramila in her research work has also touched upon several negative aspects as well like increase in the work load of employees, increase in their stress level and significant loss of individual productivity of employees.

## OBJECTIVES OF THE RESEARCH STUDY

The research study has been undertaken with the following objective –

- To understand the perception of hospital workers towards NABH guidelines.
- To identify the various positive and negative points as perceived by the hospital workers which are associated with NABH guidelines.

## RESEARCH METHODOLOGY

The research is descriptive in nature. The study was conducted on a sample of 226 hospital workers working across the various hospitals in Bareilly. All these hospitals were NABH accredited. Out of those 226 respondents – 133 were males and 93 were females. Data for the research work had been collected with the help of a structured questionnaire. The questionnaire comprised of several statements that the respondents were asked to rate on a likert scale that ranged from Strongly Agree (5) to Strongly Disagree (1). The internal reliability and consistency of the questionnaire was checked through cronbach alpha whose value was less than 0.70. Statistical techniques like mean, standard deviation and ANOVA are used for the purpose of Data analysis.

## DEMOGRAPHIC PROFILE OF THE RESPONDENTS

### Distribution of respondents on the basis of their nature of job/work

Para medics/lab tech./ others	Nurses	Total
133	93	226

**Table 1 Job-wise distribution of the respondent's**

Gender	Number	Percentage
Male	133	58.84
Female	93	41.16
<b>TOTAL</b>	<b>226</b>	<b>100</b>

**Table 2 Gender wise distribution of the respondent's**

Age Group	Number	Percentage
18-30	56	24.77
31-40	70	30.97
41-50	64	28.31
51 & above	36	15.92
<b>Total</b>	<b>226</b>	<b>100</b>

**Table 3 Age- wise distribution of the respondent's**

	Variables	Frequency	%
Marital Status	Married	187	82.74
	Unmarried	39	17.25
Education	Nursing	93	41.15
	Paramedics/Lab Technicians	88	38.93
	Office/Operational Staff	45	19.91

**Table 4 Marital status and Educational Qualification wise distribution of the Staff members**

**DATA ANALYSIS**

**NABH guidelines are beneficial for the organization**

Statements	Strongly Agree (5)	Agree (4)	Agree to some extent (3)	Disagree (2)	Strongly Disagree (1)	Mean	Standard Deviation
NABH guidelines significantly improve the image of the organization.	54	128	18	21	5	3.67	0.87
Overall services of the organization improves with regards to patient care	75	132	3	10	6	3.82	0.87
Standards and quality processes are followed at each and every step.	52	118	28	22	6	3.65	0.97
The overall functioning of the organization gets tremendously improved.	52	118	22	27	7	2.93	1.07
NABH guidelines introduce performance benchmarking in the organization.	42	136	22	17	9	2.88	1.14
NABH creates distinction between hospitals and generates competitive advantage,	56	124	22	18	6	3.01	1.05

### NABH guidelines and their impact on employees

Statements	Strongly Agree (5)	Agree (4)	Agree to some extent (3)	Disagree (2)	Strongly Disagree (1)	Mean	Standard Deviation
NABH guidelines significantly improve the working conditions of an organization.	34	78	8	71	35	3.32	0.78
NABH guidelines puts a strict compliance of best HR practices	60	128	2	16	20	3.42	0.99
Employees work increases because of NABH guidelines.	102	87	11	20	6	3.95	0.91
Better training facilities are provided to employees because of compliance to NABH guidelines.	61	119	20	12	14	2.94	1.05
NABH guidelines increases the efficiency of the employees..	32	66	2	77	49	3.01	1.16
NABH guidelines create a better learning environment within the organization.	76	114	11	17	8	3.21	1.03
The organization uses a comprehensive policy regarding Human Resource Planning.	51	109	2	38	26	2.54	1.15
Because of NABH guidelines our organization follows timely Performance Appraisal of Employees	34	68	3	75	46	3.11	1.26
The overall working environment improves because of NABH guidelines.	26	67	10	88	35	3.23	1.06

## NABH guidelines and their impact on Patients

Statements	Strongly Agree (5)	Agree (4)	Agree to some extent (3)	Disagree (2)	Strongly Disagree (1)	Mean	Standard Deviation
NABH guidelines significantly improve the kind of care a patient gets..	55	95	10	42	24	3.21	0.92
NABH guidelines enhance the rights of the patients.	62	148	5	6	5	3.32	0.92
Better health and hygiene standards are maintained.	102	88	10	12	14	3.96	0.98
Patients become more empowered in terms of initiating a legal case.	59	121	18	14	14	2.97	1.22
Patients are now more aware about their rights and responsibilities.	31	69	3	87	36	3.03	1.18

### MAJOR FINDINGS

- Majority of the respondents perceive that NABH guidelines are extremely useful for the overall good of the organization. It enhances the brand image of the organization and creates performance benchmarking standards.
- The respondents also perceive that NABH guidelines have tremendously improved the overall quality of patient care and have also proved to be immensely useful in creating a differentiated image of the organization.
- These guidelines are also useful in improving the service standards of the organization and bringing a drastic change in its working conditions.
- With regards to the impact of these guidelines on employees, the respondents feel that no doubt there has been improvement in various dimension related to their work life, NABH guidelines has sufficiently increased their work-load because of too much of paper and documentation work.
- It is also believed by the respondents that NABH guidelines calls for increase in working hours at the work-place as they are always in a lurch of completing all the formalities and the pending documentation work before going to their place.
- Management intervention and continuous monitoring by the seniors/promoters is something that has also been cited by the employees as a demotivating factor which has increased in terms of his propensity and is affecting their efficiency and productivity.
- However, the respondents agreed to the fact that NABH guidelines have really transformed the way learning takes place in a organization and prospects of training

and development have substantially increased post implementation of these guidelines.

- Salary scales have become more competitive and performance appraisal has also become quite systematic and timely. But, there is a substantial percentage of respondents who feel that even after the implementation of NABH guidelines, there organization has not been able to improve their compensation structures and performance management systems.
- The respondents perceive that their organization follows a comprehensive policy with respect to the Recruitment and Selection of the employees and is quite professional in terms of hiring skillful candidates.
- The general perception of the employees with respect to the guidelines of NABH is such that it has substantially increased the level of care a patient receives.
- It has also widened the area of scope for patient rights and responsibilities and has significantly empowered them to take up their case in a much more powerful manner against the ill-practices done by certain healthcare institutions.
- Patients nowadays, are more knowledgeable and aware about their rights and their benefits, which is one of the major achievements of the guidelines issued by NABH.

### Demographic factors and the perception of the respondents

To get a better understanding of the overall picture with regards to the responses given by the respondents, the demographic factors of the respondents were analyzed using ANOVA and its results are as follows –

## Gender

With respect to the gender of the respondents, it has been found that majority of the female respondents (Mean score 4.54, Std. deviation – 1.22) perceive NABH guidelines to have increased their overall work load significantly as compared to their male counterparts. With respect to the perception regarding the improvement of working conditions and environment for employees, male respondents (Mean score 4.22, Std. deviation – 1.16) were found to be responding more towards it as compared to the female respondents.

## Age

With respect to the age of the respondents, it was found that staff workers in the age bracket of 31-40 (Mean score – 4.03, Std. deviation – 1.11) were found to be most impacted with the implementation of NABH guidelines and the subsequent impact on their work over load; followed by the next set of respondents in the age bracket of 41-50.

## Marital Status

Married respondents (Mean Score – 4.43, Std. deviation – 1.32) were found to be most impacted with the implementation of NABH guidelines. Besides, this there were also the ones who were found to be reported that their overall efficiency and productivity is declining owing to substantial increase in the intervention of the management. Unmarried one, by and large, held contrary opinions.

## Implications of the research work

The research work offers tremendous implications for the budding researchers in the related field of study. Those who wish to carry out their research can conduct by referring to the various important findings of the present research work. This

research, in general has tremendous implications for the healthcare organizations and especially NABH, the apex accreditation body to understand how these guidelines are being perceived by the employees and what kind of amendments and ramifications can be made to make them more meaningful and less tiring for the employees and the staff workers.

## REFERENCES

- Komanna, V (2006). Perception of workers towards NABH guideline – Pre and Post implementation analysis. *The Indian Journal of Health Management and Research*. Vol. 2 (1), 44-60.
- Narayana, A (2013). Measuring the satisfaction level of staff workers towards the HR policies of the organization – A study on the doctors and nurses in several hospitals of Karnataka. *Journal of Health and Medicine*. Vol.4, 90-101.
- Pramila, J (2015). Antecedents of satisfaction of workers with NABH guidelines. A cross-sectional study. *Journal of Periodic Health Review*. Vol. 11 (3), 212-220.
- Prasanna, R (2011). Exploring the various nuances of the satisfaction of health workers with the NABH guidelines. *Journal of Interdisciplinary Studies*. Vol. 4 (1), 65-82.
- Sharma, A & Singh, T (2012). *Indigenous Health Preview*, Medknow Pub.
- Vedanta, T (2016). Study on the various dimensions of satisfaction of employees with respect to the NABH guidelines followed in the hospitals and healthcare institutions. *Journal of Indian Health Review*. Vol.2 (3), 54-72.