CHAPTER – XV:

FINDINGS OF THE STUDY

- Various Findings of the Research
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FINDINGS OF THE RESEARCH

The following are the Findings (observations) of the study conducted to know the ‘Human resources issues in the Management of hospitals – A study proposed with reference to Motivating & Retaining Nursing staff in the Hospitals of Madurai District’ –

- The whole of the sample is from Female gender only & has no representation of Respondents belonging to Male Gender.
- The spread of the Age of the respondents’ is from 20 years to 48 years (Range = 28). The average age of the Respondents’ is 27.22 (Mean = 27.22) & the focal point of the Age spread is 25 (Median = 25). Moreover, About 1/4th of the Respondents are of the age 23. (Mode = 23, Frequency = 189, Frequency Percent = 25.4%).
- 42.72% of the Respondents are belonging to the “Below 23” age group.
- 36.52% of the Respondents are belonging to the “24 – 30” age group.
- 12.80% of the Respondents are belonging to the “Above 38” age group.
- 7.95% of the Respondents are belonging to the “31 – 37” age group.
- 61.81% of the Respondents are “UNMARRIED”.
- 38.19% of the Respondents are “MARRIED”.
- 50.88% of the Respondents are living inside the Madurai Corporation Limits.
- 34.64% of the Respondents are living in the Rural pockets which are a little away from the Madurai Corporation Limits.
- 14.48% of the Respondents are Living in the adjacent Semi-Urban areas connected to the Madurai Corporation Limits.
- 20.46% of the Respondents’ Spouses are “LITERATES”.
- 17.90% of the Respondents’ Spouses are “ILLITERATES”.
- 23.35% of the Respondents’ Spouses are working in Private Sector.
• 13.63% of the Respondents’ Spouses are working in Government Sector.
• 23.69% of the Respondents’ Spouses are having an experience of ‘Less than 5 years’.
• 13.06% of the Respondents’ Spouses are having an experience of ‘More than 5 years’.
• 24.22% of the Respondents are Living with their Husbands with no more additional family members.
• 8.12% of the Respondents are Living with their Own parents besides their Husband.
• 4.06% of the Respondents are Living with their Marital Parents besides their Husband.
• 17.36% of the Respondents’ Spouses are having ‘More than 5 Children’.
• 13.32% of the Respondents’ Spouses are having ‘Less than 5 Children’.
• 49.26% of the unmarried Respondents’ are living with their parents.
• 29.48% of the unmarried Respondents’ are living ‘Single’.
• 45.09% of the unmarried Respondents’ are living in ‘Hospital’s Hostels’.
• 44.68% of the unmarried Respondents’ are living in their respective ‘Homes’.
• 0.67% of the unmarried Respondents are living in their ‘Relatives Homes’.
• 68.51% of the Respondents’ Fathers are doing ‘Private Jobs’.
• 31.49% of the Respondents’ Fathers are doing ‘Government Jobs’.
• 70.52% of the Respondents’ Mothers are ‘Home Makers’.
• 26.92% of the Respondents’ Mothers are doing ‘Private Jobs’.
• 2.56% of the Respondents’ Mothers are doing ‘Government Jobs’.
• 46.82% of the Respondents’ have opted for Nursing profession on the advice of their parents.
• 33.15% of the Respondents’ have opted for Nursing profession on their ‘Own Choice’.
• 20.03% of the Respondents’ have opted for Nursing profession both on the advice of their parents and their own will.
• 61.39% of the Respondents’ families are ‘Nuclear Families’.
• 38.61% of the Respondents’ families are ‘Joint Families’.
• 73.55% of the Respondents’ family size is ‘Less than 5’.
• 26.45% of the Respondents’ family size is ‘More than 5’.
• 43.88% of the Respondents’ Educational Qualification is ‘GNM Certificate’.
• 21.53% of the Respondents’ Educational Qualification is ‘B.Sc. Nursing’.
• 16.29% of the Respondents’ Educational Qualification is ‘ANM Certificate’.
• 11.57% of the Respondents’ Educational Qualification is ‘Diploma in Nursing’.
• 43.88% of the Respondents’ Educational Qualification is ‘GNM Certificate’.
• 3.50% of the Respondents’ Educational Qualification is ‘M.Sc. Nursing’.
• 2.56% of the Respondents’ Educational Qualification is ‘DFPN Certificate’.
• 0.67% of the Respondents’ Educational Qualification is ‘Other than the listed qualifications’ here.
• 55.07% of the Respondents’ category of work (Designation) is ‘Staff nurse’.
• 23.68% of the Respondents’ category of work (Designation) is ‘Nurse Assistant’.
• 9.61% of the Respondents’ category of work (Designation) is ‘Staff nurse – In charge’.
• 6.63% of the Respondents’ category of work (Designation) is ‘Head Nurse’.
• 4.87% of the Respondents’ category of work (Designation) is ‘Nursing Superintendent or Matron’.
• 0.14% of the Respondents’ category of work (Designation) is ‘Other than the listed designations’.
• The spread of the monthly income of the respondents’ is from 1,000 to 48,000 (Range = 47,000). The average monthly income of the Respondents’ is 12,806.33 (Mean = 12,806.33) & the focal point of the monthly income spread is 8,500
(Median = 8,500). Moreover, About ½ of the Respondents are having a monthly income of 8,000. (Mode = 8,000, Frequency = 289, Frequency Percent = 38.89%).

- 67.97% of the Respondents’ Monthly income is ‘Below 10,000’.
- 15.48% of the Respondents’ Monthly income is between ‘10,001 – 20,000’.
- 9.56% of the Respondents’ Monthly income is ‘30,001 – 40,000’.
- 6.73% of the Respondents’ Monthly income is between ‘20,001 – 30,000’.
- 0.27% of the Respondents’ Monthly income is ‘Above 40,000’.

The spread of the monthly income of the respondents’ spouses is from 1,000 to 9,000 (Range = 8,000). The average monthly income of the Respondents’ spouses is 4266.21 (Mean = 4,266.21) & the focal point of the monthly income of the respondents’ spouse spread is 3,500 (Median = 3,500). Moreover, About a good number of the Respondents’ spouses are having a monthly income of 9,000. (Mode = 9,000, Frequency = 39, Frequency Percent = 5.24%).

- 35.74% of the Respondents’ spouse Monthly income is ‘Below 2,000’.
- 20.00% of the Respondents’ spouse Monthly income is between ‘4,001 – 6,000’.
- 18.72% of the Respondents’ spouse Monthly income is ‘2,001 – 4,000’.
- 15.32% of the Respondents’ spouse Monthly income is ‘Above 8,000’.
- 10.21% of the Respondents’ spouse Monthly income is between ‘6,001 - 8,000’.

The spread of the experience of the respondents’ is from 0 to 24 years (Range = 24). The average experience of the Respondents’ is 5.93 years (Mean = 5.93) & the focal point of the experience of the respondents’ spread is 3 (Median = 3). Moreover, About 1/3rd of the Respondents’ are having an experience of 1 year. (Mode = 1, Frequency = 209, Frequency Percent = 28.12%).

- 50.07% of the Respondents’ experience is ‘Below 3 years’.
- 17.32% of the Respondents’ experience is between ‘4 – 7 years’.
- 16.10% of the Respondents’ experience is between ‘8 – 11 years’.
- 12.99% of the Respondents’ experience is between ‘Above 15 Years’.
- 3.52% of the Respondents’ experience is between ‘12 – 15 years’.
The spread of the No. of working hours of the respondents’ is from 1 to 14 hours (Range = 13). The average no. of working hours of Respondents’ is 8.91 hours (Mean = 8.91) & the focal point of the no. of working hours of the respondents’ spread is 8 (Median = 8). Moreover, About 1/3rd of the Respondents’ are working for 8 hours. (Mode = 8, Frequency = 276, Frequency Percent = 37.14%).

- 37.15% of the Respondents’ are working between ’7 – 8 Hours’.
- 26.92% of the Respondents’ are working between ’9 – 10 Hours’.
- 19.11% of the Respondents’ are working between ’11 – 12 Hours’.
- 15.48% of the Respondents’ are working ‘up to 6 Hours’.
- 1.35% of the Respondents’ are working ‘above 12 Hours’.
- 60.14% of the Respondents’ revealed that they prefer Autonomy as the motivation tool.
- 39.86% of the Respondents’ revealed that they DON’T prefer Autonomy as the motivation tool.
- 73.78% of the Respondents’ revealed that they prefer Responsibility as the motivation tool.
- 26.22% of the Respondents’ revealed that they DON’T prefer Responsibility as the motivation tool.
- 46.04% of the Respondents’ rated their contribution to work as ‘Poor’.
- 42.90% of the Respondents’ rated their contribution to work as ‘Very Poor’.
- 9.97% of the Respondents’ rated their contribution to work as ‘Average’.
- 0.82% of the Respondents’ rated their contribution to work as ‘Good’.
- 0.27% of the Respondents’ rated their contribution to work as ‘Excellent’.
- 46.04% of the Respondents’ rated the facilitating factor of the organization as ‘Poor’.
- 24.14% of the Respondents’ rated the facilitating factor of the organization as ‘Very Poor’.
• 22.77% of the Respondents’ rated the facilitating factor of the organization as ‘Average’.
• 9.60% of the Respondents’ rated the facilitating factor of the organization as ‘Good’.
• 0.82% of the Respondents’ rated the facilitating factor of the organization as ‘Excellent’.
• 62.48% of the Respondents’ feel homely and social atmosphere during their working hours.
• 37.52% of the Respondents’ Don’t feel homely and social atmosphere during their working hours.
• 38.87% of the Respondents’ felt that the Holistic care available in their hospitals as ‘Poor’.
• 30.63% of the Respondents’ felt that the Holistic care available in their hospitals as ‘Very Poor’.
• 24.43% of the Respondents’ felt that the Holistic care available in their hospitals as ‘Average’.
• 6.07% of the Respondents’ felt that the Holistic care available in their hospitals as ‘Good’.
• 66.85% of the Respondents’ told that they know about Personality and adding multidisciplinary resources available for nurses in their Hospitals.
• 33.15% of the Respondents’ told that they Don’t know about Personality and adding multidisciplinary resources available for nurses in their Hospitals.
• 41.66% of the Respondents’ felt that their emotions aroused at workplace ‘Occasionally’.
• 37.04% of the Respondents’ felt that their emotions aroused at workplace ‘Very Often’.
• 21.30% of the Respondents’ felt that their emotions aroused at workplace ‘Rarely’.
• 57.34% of the Respondents’ felt that the Emotional stress is felt by the nurses due to ‘Heavy Work’.
• 28.67% of the Respondents’ felt that the Emotional stress is felt by the nurses due to ‘Rigid Hospital Rules’.
• 14% of the Respondents’ felt that the Emotional stress is felt by the nurses due to ‘Their personal Reasons / Views’.
• 72.41% of the Respondents’ felt that the ‘Situational Reasons’ are the reasons that are making to stress.
• 14.27% of the Respondents’ felt that the ‘Patients’ Misbehaviour’ is the reasons that are making to stress.
• 13.32% of the Respondents’ felt that the ‘their careless service’ are the reasons that are making to stress.
• 57.34% of the Respondents’ felt that the conflict and disagreement among the working staff and with the management exist ‘RARELY’.
• 26.24% of the Respondents’ felt that there is ‘No Such Things’ called conflict and disagreement among the working staff and with the management exist.
• 16.42% of the Respondents’ felt that there are ‘many such things’ called conflict and disagreement among the working staff and with the management do exist.
• 65.95% of the Respondents’ felt that the burden of work exists only sometimes & not regularly..
• 22.61% of the Respondents’ felt that they are facing an increasing burden of work.
• 11.44% of the Respondents’ felt that generally there is exist no work burden.
• 68.10% of the Respondents’ claim that they are ABLE to meet the patient’s choices satisfactorily.
• 31.90% of the Respondents’ claim that they are UNABLE to meet the patient’s choices satisfactorily.
• 54.37% of the respondents said that they are ready for change without any resistance being exerted.
• 45.63% of the respondents said that they are NOT ready for change without any resistance.
• 37.55% of the respondents are ‘Strongly Disagreed’ for the statement ‘The hospital is following a Good HR policy in recruiting Qualified People’.
• 32.71% of the respondents are ‘Disagreed’ for the statement ‘The hospital is following a Good HR policy in recruiting Qualified People’.
• 19.52% of the respondents are ‘Neutral’ for the statement ‘The hospital is following a Good HR policy in recruiting Qualified People’.
• 7.67% of the respondents are ‘Agreed’ for the statement ‘The hospital is following a Good HR policy in recruiting Qualified People’.
• 2.56% of the respondents have ‘Strongly Agreed’ for the statement ‘The hospital is following a Good HR policy in recruiting Qualified People’.
• 53.43% respondents ‘Disagree’ for the statement ‘Are you getting proper rules and regulations about your hospital before entering into the job’.
• 21.94% respondents ‘Strongly Disagree’ for the statement ‘Are you getting proper rules and regulations about your hospital before entering into the job’.
• 16.69% respondents ‘Neutral’ for the statement ‘Are you getting proper rules and regulations about your hospital before entering into the job’.
• 5.92% respondents ‘Agree’ for the statement ‘Are you getting proper rules and regulations about your hospital before entering into the job’.
• 2.02% respondents ‘Strongly Agree’ for the statement ‘Are you getting proper rules and regulations about your hospital before entering into the job’.
• 34.86% respondents remained ‘Neutral’ for the statement ‘Conducting mentoring program regarding medical terminology’.
• 33.92% respondents ‘Disagree’ for the statement ‘Conducting mentoring program regarding medical terminology’.
• 22.61% respondents ‘Strongly Disagree’ for the statement ‘Conducting mentoring program regarding medical terminology’.
• 4.31% respondents ‘Agree’ for the statement ‘Conducting mentoring program regarding medical terminology’.
• 4.31% respondents ‘Strongly Agree’ for the statement ‘Conducting mentoring program regarding medical terminology’.
• 30.96% respondents remained ‘Neutral’ for the statement ‘During interview, panel members behaved socially with you’.
• 26.92% respondents ‘Disagree’ for the statement ‘During interview, panel members behaved socially with you’.
• 22.48% respondents ‘Strongly Disagree’ for the statement ‘During interview, panel members behaved socially with you’.
• 11.04% respondents ‘Strongly Agree’ for the statement ‘During interview, panel members behaved socially with you’.
• 8.61% respondents ‘Agree’ for the statement ‘During interview, panel members behaved socially with you’.
• 34.99% respondents ‘Disagree’ for the statement ‘During training period, trainers behaved socially with you’.
• 31.22% respondents remain ‘Neutral’ for the statement ‘During training period, trainers behaved socially with you’.
• 19.65% respondents ‘Strongly Disagree’ for the statement ‘During training period, trainers behaved socially with you’.
• 7.27% respondents ‘Strongly Agree’ for the statement ‘During training period, trainers behaved socially with you’.
• 6.86% respondents ‘Agree’ for the statement ‘During training period, trainers behaved socially with you’.
• 44.82% respondents remained ‘Neutral’ for the statement ‘During training period hospital conducted any spoken training classes’.
• 24.36% respondents ‘Disagree’ for the statement ‘During training period hospital conducted any spoken training classes’.
• 18.57% respondents ‘Agree’ for the statement ‘During training period hospital conducted any spoken training classes’.
• 10.36% respondents ‘Strongly disagree’ for the statement ‘During training period hospital conducted any spoken training classes’.
• 1.88% respondents ‘Strongly Agree’ for the statement ‘During training period hospital conducted any spoken training classes’.
• 32.71% respondents remained ‘Neutral’ for the statement ‘Hospital conducted counselling program for you (psychological support)’.
• 31.49% respondents ‘Disagree’ for the statement ‘Hospital conducted counselling program for you (psychological support)’.
• 21.94% respondents ‘Agree’ for the statement ‘Hospital conducted counselling program for you (psychological support)’.
• 11.04% respondents ‘Strongly Disagree’ for the statement ‘Hospital conducted counselling program for you (psychological support)’.
• 2.83% respondents ‘Strongly Agree’ for the statement ‘Hospital conducted counselling program for you (psychological support)’.
• 59.22% respondents ‘Disagree’ for the statement ‘The Current working environment in the hospital is very satisfying’.
• 16.96% respondents ‘Strongly Disagree’ for the statement ‘The Current working environment in the hospital is very satisfying’.
• 15.75% respondents remained ‘Neutral’ for the statement ‘The Current working environment in the hospital is very satisfying’.
• 4.98% respondents ‘Strongly Agree’ for the statement ‘The Current working environment in the hospital is very satisfying’.
• 3.10% respondents ‘Agree’ for the statement ‘The Current working environment in the hospital is very satisfying’.
- 59.92% respondents ‘Disagree’ for the statement ‘There is jovial relationship between you and the immediate supervisor’.
- 15.38% respondents remained ‘Neutral’ for the statement ‘There is jovial relationship between you and the immediate supervisor’.
- 12.96% respondents ‘Strongly Disagree’ for the statement ‘There is jovial relationship between you and the immediate supervisor’.
- 7.83% respondents ‘Agree’ for the statement ‘There is jovial relationship between you and the immediate supervisor’.
- 3.91% respondents ‘Strongly Agree’ for the statement ‘There is jovial relationship between you and the immediate supervisor’.
- 47.84% respondents ‘Disagree’ for the statement ‘There is Friendly relationship between you and the duty doctors’.
- 23.32% respondents remained ‘Neutral’ for the statement ‘There is Friendly relationship between you and the duty doctors’.
- 13.21% respondents ‘Agree’ for the statement ‘There is Friendly relationship between you and the duty doctors’.
- 11.59% respondents ‘Strongly Disagree’ for the statement ‘There is jovial relationship between you and the immediate supervisor’.
- 4.04% respondents ‘Strongly Agree’ for the statement ‘There is Friendly relationship between you and the duty doctors’.
- 56.01% respondents ‘Disagree’ for the statement ‘There is cordial relationship between you and your peer group’.
- 13.90% respondents ‘Strongly Disagree’ for the statement ‘There is cordial relationship between you and your peer group’.
- 12.96% respondents ‘Agree’ for the statement ‘There is cordial relationship between you and your peer group’.
- 12.42% respondents remained ‘Neutral’ for the statement ‘There is cordial relationship between you and your peer group’.
• 4.72% respondents ‘Disagree’ for the statement ‘There is cordial relationship between you and your peer group’.
• 53.16% respondents ‘Disagree’ for the statement ‘The Current working environment in the hospital is encouraging’.
• 20.86% respondents remained ‘Neutral’ for the statement ‘The Current working environment in the hospital is encouraging’.
• 10.36% respondents ‘Strongly Disagree’ for the statement ‘The Current working environment in the hospital is encouraging’.
• 9.69% respondents ‘Agree’ for the statement ‘The Current working environment in the hospital is encouraging’.
• 5.29% respondents ‘Strongly Agree’ for the statement ‘The Current working environment in the hospital is encouraging’.
• 36.88% respondents remained ‘Neutral’ for the statement ‘Training plans are developed and monitored in your hospital’.
• 35.40% respondents ‘Disagree’ for the statement ‘Training plans are developed and monitored in your hospital’.
• 13.19% respondents ‘Strongly Disagree’ for the statement ‘Training plans are developed and monitored in your hospital’.
• 10.23% respondents ‘Agree’ for the statement ‘Training plans are developed and monitored in your hospital’.
• 4.31% respondents ‘Strongly Agree’ for the statement ‘Training plans are developed and monitored in your hospital’.
• 55.95% respondents ‘Disagree’ for the statement ‘The hospital encourages Nursing community to work overtime’.
• 18.92% respondents remained ‘Neutral’ for the statement ‘The hospital encourages Nursing community to work overtime’.
• 9.59% respondents ‘Strongly Disagree’ for the statement ‘The hospital encourages Nursing community to work overtime’.
• 9.05% respondents ‘Agree’ for the statement ‘The hospital encourages Nursing community to work overtime’.
• 6.49% respondents ‘Strongly Agree’ for the statement ‘The hospital encourages Nursing community to work overtime’.
• 41.08% respondents ‘Disagree’ for the statement ‘Top management involves you in decision making which are connected to your department’.
• 41.08% respondents remained ‘Neutral’ for the statement ‘Top management involves you in decision making which are connected to your department’.
• 13.38% respondents ‘Strongly Disagree’ for the statement ‘Top management involves you in decision making which are connected to your department’.
• 10.68% respondents ‘Agree’ for the statement ‘Top management involves you in decision making which are connected to your department’.
• 4.46% respondents ‘Strongly Agree’ for the statement ‘Top management involves you in decision making which are connected to your department’.
• 42.93% respondents ‘Disagree’ for the statement ‘Job safety measures are on fair with standards’.
• 28.13% respondents remained ‘Neutral’ for the statement ‘Job safety measures are on fair with standards’.
• 11.44% respondents ‘Strongly Disagree’ for the statement ‘Job safety measures are on fair with standards’.
• 9.42% respondents ‘Agree’ for the statement ‘Job safety measures are on fair with standards’.
• 8.08% respondents ‘Strongly Agree’ for the statement ‘Job safety measures are on fair with standards’.
• 37.28% respondents remained ‘Neutral’ for the statement ‘The incentives other than salary is more beneficial to nursing’.
• 33.11% respondents ‘Disagree’ for the statement ‘The incentives other than salary is more beneficial to nursing’.
11.84% respondents ‘Agree’ for the statement ‘The incentives other than salary is more beneficial to nursing’.

9.83% respondents ‘Strongly Disagree’ for the statement ‘The incentives other than salary is more beneficial to nursing’.

7.94% respondents ‘Strongly Agree’ for the statement ‘The incentives other than salary is more beneficial to nursing’.

43.74% respondents ‘Disagree’ for the statement ‘There is effective performance appraisal of the nurses’.

22.61% respondents remained ‘Neutral’ for the statement ‘There is effective performance appraisal of the nurses’.

19.25% respondents ‘Strongly Disagree’ for the statement ‘There is effective performance appraisal of the nurses’.

7.81% respondents ‘Agree’ for the statement ‘There is effective performance appraisal of the nurses’.

6.59% respondents ‘Strongly Agree’ for the statement ‘There is effective performance appraisal of the nurses’.

43.18% respondents ‘Disagree’ for the statement ‘There is good communication among the nursing community between the shifts’.

28.07% respondents remained ‘Neutral’ for the statement ‘There is good communication among the nursing community between the shifts’.

10.80% respondents ‘Strongly Disagree’ for the statement ‘There is good communication among the nursing community between the shifts’.

10.80% respondents ‘Strongly Agree’ for the statement ‘There is good communication among the nursing community between the shifts’.

7.15% respondents ‘Agree’ for the statement ‘There is good communication among the nursing community between the shifts’.

36.98% respondents ‘Disagree’ for the statement ‘Salary paid by the hospital is satisfactory to the nursing community’.
• 36.03% respondents remained ‘Neutral’ for the statement ‘Salary paid by the hospital is satisfactory to the nursing community’.
• 9.99% respondents ‘Strongly Agree’ for the statement ‘Salary paid by the hospital is satisfactory to the nursing community’.
• 9.45% respondents ‘Strongly Disagree’ for the statement ‘Salary paid by the hospital is satisfactory to the nursing community’.
• 7.56% respondents ‘Disagree’ for the statement ‘Salary paid by the hospital is satisfactory to the nursing community’.
• 41.86% respondents ‘Disagree’ for the statement ‘Nursing community is satisfied with the promotion policy of the hospital’.
• 30.28% respondents remained ‘Neutral’ for the statement ‘Nursing community is satisfied with the promotion policy of the hospital’.
• 11.84% respondents ‘Strongly Disagree’ for the statement ‘Nursing community is satisfied with the promotion policy of the hospital’.
• 9.83% respondents ‘Agree’ for the statement ‘Nursing community is satisfied with the promotion policy of the hospital’.
• 6.19% respondents ‘Strongly Agree’ for the statement ‘Nursing community is satisfied with the promotion policy of the hospital’.
• 39.70% respondents remained ‘Neutral’ for the statement ‘The hospital provides good canteen facilities to the nursing community’.
• 23.55% respondents ‘Disagree’ for the statement ‘The hospital provides good canteen facilities to the nursing community’.
• 14.80% respondents ‘Strongly Agree’ for the statement ‘The hospital provides good canteen facilities to the nursing community’.
• 14.13% respondents ‘Agree’ for the statement ‘The hospital provides good canteen facilities to the nursing community’.
• 7.81% respondents ‘Strongly Disagree’ for the statement ‘The hospital provides good canteen facilities to the nursing community’.
• 40.11% respondents ‘Disagree’ for the statement ‘There is a predominant use of fear as motivating force’.
• 26.11% respondents remained ‘Neutral’ for the statement ‘There is a predominant use of fear as motivating force’.
• 12.79% respondents ‘Strongly Agree’ for the statement ‘There is a predominant use of fear as motivating force’.
• 11.44% respondents ‘Agree’ for the statement ‘There is a predominant use of fear as motivating force’.
• 9.56% respondents ‘Strongly Disagree’ for the statement ‘There is a predominant use of fear as motivating force’.
• 34.86% respondents remained ‘Neutral’ for the statement ‘The hospital maintains a grievance redressal procedure for nursing community’.
• 28.51% respondents ‘Disagree’ for the statement ‘The hospital maintains a grievance redressal procedure for nursing community’.
• 15.54% respondents ‘Agree’ for the statement ‘The hospital maintains a grievance redressal procedure for nursing community’.
• 15.54% respondents ‘Strongly Agree’ for the statement ‘The hospital maintains a grievance redressal procedure for nursing community’.
• 5.54% respondents ‘Disagree’ for the statement ‘The hospital maintains a grievance redressal procedure for nursing community’.
• 51.41% respondents ‘Disagree’ for the statement ‘Hospital conducts health education program for nurses on personal hygiene, precaution from Infection etc.’.
• 16.42% respondents remained ‘Neutral’ for the statement ‘Hospital conducts health education program for nurses on personal hygiene, precaution from Infection etc.’.
• 15.21% respondents ‘Agree’ for the statement ‘Hospital conducts health education program for nurses on personal hygiene, precaution from Infection etc.’.
- 9.42% respondents ‘Strongly Disagree’ for the statement ‘Hospital conducts health education program for nurses on personal hygiene, precaution from Infection etc.’.
- 7.54% respondents ‘Strongly Agree’ for the statement ‘Hospital conducts health education program for nurses on personal hygiene, precaution from Infection etc.’.
- 39.54% respondents ‘Disagree’ for the statement ‘The hospital provides social security measures such as PF’.
- 20.51% respondents remained ‘Neutral’ for the statement ‘The hospital provides social security measures such as PF’.
- 17.68% respondents ‘Strongly Disagree’ for the statement ‘The hospital provides social security measures such as PF’.
- 14.98% respondents ‘Agree’ for the statement ‘The hospital provides social security measures such as PF’.
- 7.29% respondents ‘Strongly Agree’ for the statement ‘The hospital provides social security measures such as PF’.
- 44.41% respondents ‘Disagree’ for the statement ‘The hospital provides social security measures such as ESI’.
- 20.86% respondents ‘Strongly Disagree’ for the statement ‘The hospital provides social security measures such as ESI’.
- 17.90% respondents remained ‘Neutral’ for the statement ‘The hospital provides social security measures such as ESI’.
- 12.11% respondents ‘Agree’ for the statement ‘The hospital provides social security measures such as ESI’.
- 4.71% respondents ‘Strongly Agree’ for the statement ‘The hospital provides social security measures such as ESI’.
- 28.44% respondents remained ‘Neutral’ for the statement ‘The hospital provides social security measures such as Insurance’.
26.82% respondents ‘Disagree’ for the statement ‘The hospital provides social security measures such as Insurance’.

20.35% respondents ‘Agree’ for the statement ‘The hospital provides social security measures such as Insurance’.

15.09% respondents ‘Strongly Agree’ for the statement ‘The hospital provides social security measures such as Insurance’.

9.30% respondents ‘Strongly Disagree’ for the statement ‘The hospital provides social security measures such as Insurance’.

30.73% respondents ‘Disagree’ for the statement ‘The hospital provides social security measures such as free lunch’.

25.07% respondents ‘Agree’ for the statement ‘The hospital provides social security measures such as free lunch’.

20.62% respondents remained ‘Neutral’ for the statement ‘The hospital provides social security measures such as free lunch’.

14.82% respondents ‘Strongly Disagree’ for the statement ‘The hospital provides social security measures such as free lunch’.

8.76% respondents ‘Agree’ for the statement ‘The hospital provides social security measures such as free lunch’.

44.82% respondents ‘Disagree’ for the statement ‘The hospital provides social security facilities such as recreation’.

17.50% respondents ‘Agree’ for the statement ‘The hospital provides social security facilities such as recreation’.

14.94% respondents remained ‘Neutral’ for the statement ‘The hospital provides social security facilities such as recreation’.

11.57% respondents ‘Strongly Disagree’ for the statement ‘The hospital provides social security facilities such as recreation’.

11.17% respondents ‘Strongly Agree’ for the statement ‘The hospital provides social security facilities such as recreation’.
• 36.52% respondents remained ‘neutral’ for the statement ‘The hospital provides social security facilities such as free interest loans’.
• 26.68% respondents ‘Agree’ for the statement ‘The hospital provides social security facilities such as free interest loans’.
• 17.25% respondents ‘Disagree’ for the statement ‘The hospital provides social security facilities such as free interest loans’.
• 12.13% respondents ‘Strongly Disagree’ for the statement ‘The hospital provides social security facilities such as free interest loans’.
• 7.41% respondents ‘Strongly Agree’ for the statement ‘The hospital provides social security facilities such as free interest loans’.
• 40.38% respondents ‘Disagree’ for the statement ‘The hospital provides social security facilities such as free Children’s education’.
• 19.25% respondents ‘Agree’ for the statement ‘The hospital provides social security facilities such as free Children’s education’.
• 18.30% respondents ‘Strongly Disagree’ for the statement ‘The hospital provides social security facilities such as free Children’s education’.
• 14.80% respondents remained ‘Neutral’ for the statement ‘The hospital provides social security facilities such as free Children’s education’.
• 7.27% respondents ‘Strongly Agree’ for the statement ‘The hospital provides social security facilities such as free Children’s education’.
• 35.53% respondents ‘Disagree’ for the statement ‘The hospital provides social security facilities such as encouraging sports’.
• 25.84% respondents remained ‘Neutral’ for the statement ‘The hospital provides social security facilities such as encouraging sports’.
• 17.77% respondents ‘Agree’ for the statement ‘The hospital provides social security facilities such as encouraging sports’.
• 12.25% respondents ‘Strongly Agree’ for the statement ‘The hospital provides social security facilities such as encouraging sports’.
- 8.61% respondents ‘Strongly Disagree’ for the statement ‘The hospital provides social security facilities such as encouraging sports’.
- 38.22% respondents ‘Disagree’ for the statement ‘The hospital conducts in-service program (Knowledge Update)’.
- 21.53% respondents remained ‘Neutral’ for the statement ‘The hospital conducts in-service program (Knowledge Update)’.
- 15.61% respondents ‘Strongly Disagree’ for the statement ‘The hospital conducts in-service program (Knowledge Update)’.
- 15.61% respondents ‘Strongly Agree’ for the statement ‘The hospital conducts in-service program (Knowledge Update)’.
- 9.02% respondents ‘Agree’ for the statement ‘The hospital conducts in-service program (Knowledge Update)’.
- 40.11% respondents ‘Disagree’ for the statement ‘There is a predominant use of threats as motivating force’.
- 23.28% respondents remained ‘Neutral’ for the statement ‘There is a predominant use of threats as motivating force’.
- 14.54% respondents ‘Strongly Agree’ for the statement ‘There is a predominant use of threats as motivating force’.
- 11.44% respondents ‘Agree’ for the statement ‘There is a predominant use of threats as motivating force’.
- 10.63% respondents ‘Strongly Disagree’ for the statement ‘There is a predominant use of threats as motivating force’.
- 41.37% respondents ‘Disagree’ for the statement ‘Hard work and achievements are recognized appropriately in your hospital’.
- 23.45% respondents remained ‘Neutral’ for the statement ‘Hard work and achievements are recognized appropriately in your hospital’.
- 14.56% respondents ‘Strongly Agree’ for the statement ‘Hard work and achievements are recognized appropriately in your hospital’.
- 10.92% respondents ‘Agree’ for the statement ‘Hard work and achievements are recognized appropriately in your hospital’.
- 9.70% respondents ‘Strongly Disagree’ for the statement ‘Hard work and achievements are recognized appropriately in your hospital’.
- 38.16% respondents ‘Disagree’ for the statement ‘When you think of your career six months from now your envision yourself in a position with more responsibility’.
- 29.77% respondents remained ‘Neutral’ for the statement ‘When you think of your career six months from now your envision yourself in a position with more responsibility’.
- 15.83% respondents ‘Agree’ for the statement ‘When you think of your career six months from now your envision yourself in a position with more responsibility’.
- 11.23% respondents ‘Strongly Disagree’ for the statement ‘When you think of your career six months from now your envision yourself in a position with more responsibility’.
- 5.01% respondents ‘Strongly Agree’ for the statement ‘When you think of your career six months from now your envision yourself in a position with more responsibility’.
- 36.61% respondents remained ‘Neutral’ for the statement ‘There is a great deal of confidence and trust is shown in nurses’.
- 33.65% respondents ‘Disagree’ for the statement ‘There is a great deal of confidence and trust is shown in nurses’.
- 16.02% respondents ‘Agree’ for the statement ‘There is a great deal of confidence and trust is shown in nurses’.
- 7.00% respondents ‘Strongly Disagree’ for the statement ‘There is a great deal of confidence and trust is shown in nurses’.
- 6.73% respondents ‘Strongly Agree’ for the statement ‘There is a great deal of confidence and trust is shown in nurses’.
Human Resource issues in the Management of Hospitals - A Study proposed with reference to Motivating & Retaining Nursing Staff in the Hospitals of Madurai District

- 42.78% respondents ‘Disagree’ for the statement ‘The hospital maintains a good discipline system for the nursing community’.
- 23.84% respondents ‘Agree’ for the statement ‘The hospital maintains a good discipline system for the nursing community’.
- 12.94% respondents remained ‘Neutral’ for the statement ‘The hospital maintains a good discipline system for the nursing community’.
- 11.85% respondents ‘Strongly Disagree’ for the statement ‘The hospital maintains a good discipline system for the nursing community’.
- 8.58% respondents ‘Strongly Agree’ for the statement ‘The hospital maintains a good discipline system for the nursing community’.
- 39.17% respondents ‘Disagree’ for the statement ‘There is a predominant use of punishment as motivating force’.
- 22.07% respondents remained ‘neutral’ for the statement ‘There is a predominant use of punishment as motivating force’.
- 15.21% respondents ‘Agree’ for the statement ‘There is a predominant use of punishment as motivating force’.
- 14.00% respondents ‘Strongly Disagree’ for the statement ‘There is a predominant use of punishment as motivating force’.
- 9.56% respondents ‘Strongly Agree’ for the statement ‘There is a predominant use of punishment as motivating force’.
- 35.67% respondents ‘Disagree’ for the statement ‘My Superior provides me with continuous feedback to help me achieve’.
- 29.34% respondents remained ‘Neutral’ for the statement ‘My Superior provides me with continuous feedback to help me achieve’.
- 20.73% respondents ‘Agree’ for the statement ‘My Superior provides me with continuous feedback to help me achieve’.
- 9.15% respondents ‘Strongly Agree’ for the statement ‘My Superior provides me with continuous feedback to help me achieve’.
• 5.11% respondents ‘Strongly Disagree’ for the statement ‘My Superior provides me with continuous feedback to help me achieve’.
• 54.24% respondents ‘Disagree’ for the statement ‘The Hospital agrees for Job change / Rotation over of the nursing community for better prospects’.
• 14.27% respondents remained ‘Neutral’ for the statement ‘The Hospital agrees for Job change / Rotation over of the nursing community for better prospects’.
• 12.65% respondents ‘Strongly Disagree’ for the statement ‘The Hospital agrees for Job change / Rotation over of the nursing community for better prospects’.
• 12.11% respondents ‘Agree’ for the statement ‘The Hospital agrees for Job change / Rotation over of the nursing community for better prospects’.
• 6.73% respondents ‘Strongly Agree’ for the statement ‘The Hospital agrees for Job change / Rotation over of the nursing community for better prospects’.
• 42.38% respondents ‘Disagree’ for the statement ‘Even if it were to my advantage I don’t feel it would be right to leave nursing right now’.
• 24.16% respondents remained ‘Neutral’ for the statement ‘Even if it were to my advantage I don’t feel it would be right to leave nursing right now’.
• 16.87% respondents ‘Strongly Disagree’ for the statement ‘Even if it were to my advantage I don’t feel it would be right to leave nursing right now’.
• 10.12% respondents ‘Agree’ for the statement ‘Even if it were to my advantage I don’t feel it would be right to leave nursing right now’.
• 6.48% respondents ‘Strongly Agree’ for the statement ‘Even if it were to my advantage I don’t feel it would be right to leave nursing right now’.
• 36.34% respondents remained ‘neutral’ for the statement ‘Promotions given based on your ability’.
• 25.84% respondents ‘Disagree’ for the statement ‘Promotions given based on your ability’.
• 23.28% respondents ‘Strongly Disagree’ for the statement ‘Promotions given based on your ability’.
Human Resource issues in the Management of Hospitals - A Study proposed with reference to Motivating & Retaining Nursing Staff in the Hospitals of Madurai District

- 10.09\% respondents ‘Agree’ for the statement ‘Promotions given based on your ability’.
- 4.44\% respondents ‘Strongly Agree’ for the statement ‘Promotions given based on your ability’.
- 27.86\% respondents remained ‘neutral’ for the statement ‘The hospital has a structured retirement plan for the nursing community’.
- 23.82\% respondents ‘Disagree’ for the statement ‘The hospital has a structured retirement plan for the nursing community’.
- 21.94\% respondents ‘Strongly Disagree’ for the statement ‘The hospital has a structured retirement plan for the nursing community’.
- 21.53\% respondents ‘Agree’ for the statement ‘The hospital has a structured retirement plan for the nursing community’.
- 4.85\% respondents ‘Strongly Agree’ for the statement ‘The hospital has a structured retirement plan for the nursing community’.
- 39.24\% respondents replied as ‘To some extent’ for the statement ‘Are you happy to have entered the Nursing profession’.
- 35.86\% respondents replied as ‘Not at all’ for the statement ‘Are you happy to have entered the Nursing profession’.
- 13.26\% respondents replied as ‘To a great extent’ for the statement ‘Are you happy to have entered the Nursing profession’.
- 11.64\% respondents replied as ‘To a very large extent’ for the statement ‘Are you happy to have entered the Nursing profession’.
- 67.48\% respondents replied as ‘To some extent’ for the statement ‘Is your individual interest being considered’.
- 12.55\% respondents replied as ‘To a very large extent’ for the statement ‘Is your individual interest being considered’.
- 9.99\% respondents replied as ‘To a great extent’ for the statement ‘Is your individual interest being considered’.
- 9.99% respondents replied as ‘Not at all’ for the statement ‘Is your individual interest being considered’.
- 45.76% respondents replied as ‘To some extent’ for the statement ‘Do you have opportunity to show your talent in hospital’.
- 25.17% respondents replied as ‘To a great extent’ for the statement ‘Do you have opportunity to show your talent in hospital’.
- 16.82% respondents replied as ‘Not at all’ for the statement ‘Do you have opportunity to show your talent in hospital’.
- 12.25% respondents replied as ‘To a very large extent’ for the statement ‘Do you have opportunity to show your talent in hospital’.
- 37.42% respondents replied as ‘To some extent’ for the statement ‘Do you have freedom to take decision regarding your own job’.
- 34.45% respondents replied as ‘To a great extent’ for the statement ‘Do you have freedom to take decision regarding your own job’.
- 14.40% respondents replied as ‘To a very large extent’ for the statement ‘Do you have freedom to take decision regarding your own job’.
- 13.73% respondents replied as ‘Not at all’ for the statement ‘Do you have opportunity to show your talent in hospital’.
- 55.32% respondents replied as ‘To some extent’ for the statement ‘How far your job is challenging’.
- 20.19% respondents replied as ‘To a great extent’ for the statement ‘How far your job is challenging’.
- 13.73% respondents replied as ‘To a very large extent’ for the statement ‘How far your job is challenging’.
- 10.77% respondents replied as ‘Not at all’ for the statement ‘How far your job is challenging’.
- 53.57% respondents replied as ‘To some extent’ for the statement ‘Are you motivated by your peer members’.
• 23.42% respondents replied as ‘To a great extent’ for the statement ‘Are you motivated by your peer members’.
• 11.57% respondents replied as ‘To a very large extent’ for the statement ‘Are you motivated by your peer members’.
• 11.44% respondents replied as ‘Not at all’ for the statement ‘Are you motivated by your peer members’.
• 39.68% respondents replied as ‘To some extent’ for the statement ‘They are giving responsible work for you’.
• 25.64% respondents replied as ‘To a great extent’ for the statement ‘They are giving responsible work for you’.
• 20.78% respondents replied as ‘Not at all’ for the statement ‘They are giving responsible work for you’.
• 13.90% respondents replied as ‘To a very large extent’ for the statement ‘They are giving responsible work for you’.
• 38.36% respondents replied as ‘To some extent’ for the statement ‘Are you satisfied in your hospital timings’.
• 28.26% respondents replied as ‘Not at all’ for the statement ‘Are you satisfied in your hospital timings’.
• 19.11% respondents replied as ‘To a great extent’ for the statement ‘Are you satisfied in your hospital timings’.
• 14.27% respondents replied as ‘To a very large extent’ for the statement ‘Are you satisfied in your hospital timings’.
• 37.55% respondents replied as ‘To some extent’ for the statement ‘Are you satisfied in your Shift timings’.
• 27.19% respondents replied as ‘To a great extent’ for the statement ‘Are you satisfied in your Shift timings’.
• 21.27% respondents replied as ‘Not at all’ for the statement ‘Are you satisfied in your Shift timings’.
14.00% respondents replied as ‘To a very large extent’ for the statement ‘Are you satisfied in your Shift timings’.

37.15% respondents replied as ‘To some extent’ for the statement ‘Are you satisfied in work allotted for you’.

23.42% respondents replied as ‘To a very large extent’ for the statement ‘Are you satisfied in work allotted for you’.

20.73% respondents replied as ‘To a great extent’ for the statement ‘Are you satisfied in work allotted for you’.

18.71% respondents replied as ‘Not at all’ for the statement ‘Are you satisfied in work allotted for you’.

45.76% respondents replied as ‘To some extent’ for the statement ‘While interview is going on are you able to see the interview panel visibly’.

23.28% respondents replied as ‘Not at all’ for the statement ‘While interview is going on are you able to see the interview panel visibly’.

15.61% respondents replied as ‘To a very large extent’ for the statement ‘While interview is going on are you able to see the interview panel visibly’.

15.34% respondents replied as ‘To a great extent’ for the statement ‘While interview is going on are you able to see the interview panel visibly’.

40.65% respondents replied as ‘To some extent’ for the statement ‘Are you getting stipend during training period’.

24.76% respondents replied as ‘Not at all’ for the statement ‘Are you getting stipend during training period’.

21.80% respondents replied as ‘To a great extent’ for the statement ‘Are you getting stipend during training period’.

12.79% respondents replied as ‘To a very large extent’ for the statement ‘Are you getting stipend during training period’.

49.05% respondents replied as ‘To some extent’ for the statement ‘There is reasonable periodical increase in salary’.
• 23.71% respondents replied as ‘To a great extent’ for the statement ‘There is reasonable periodical increase in salary’.

• 14.50% respondents replied as ‘Not at all’ for the statement ‘There is reasonable periodical increase in salary’.

• 12.74% respondents replied as ‘To a very large extent’ for the statement ‘There is reasonable periodical increase in salary’.

• 37.95% respondents replied as ‘To some extent’ for the statement ‘The hospital encourages the nursing community to work overtime’.

• 27.59% respondents replied as ‘Not at all’ for the statement ‘The hospital encourages the nursing community to work overtime’.

• 21.40% respondents replied as ‘To a great extent’ for the statement ‘The hospital encourages the nursing community to work overtime’.

• 13.06% respondents replied as ‘To a very large extent’ for the statement ‘The hospital encourages the nursing community to work overtime’.

• 44.68% respondents replied as ‘To some extent’ for the statement ‘The hospital provides residential facility to the nurses’.

• 20.86% respondents replied as ‘To a great extent’ for the statement ‘The hospital provides residential facility to the nurses’.

• 20.59% respondents replied as ‘Not at all’ for the statement ‘The hospital provides residential facility to the nurses’.

• 13.86% respondents replied as ‘To a very large extent’ for the statement ‘The hospital provides residential facility to the nurses’.

• 49.31% respondents replied as ‘To some extent’ for the statement ‘The employee satisfaction levels are checked regularly’.

• 25.30% respondents replied as ‘To a great extent’ for the statement ‘The employee satisfaction levels are checked regularly’.

• 15.48% respondents replied as ‘Not at all’ for the statement ‘The employee satisfaction levels are checked regularly’.
• 10.09% respondents replied as ‘To a very large extent’ for the statement ‘The employee satisfaction levels are checked regularly’.

• 36.71% respondents replied as ‘To some extent’ for the statement ‘The hospital provides transport facility for the nursing community’.

• 32.25% respondents replied as ‘To a great extent’ for the statement ‘The hospital provides transport facility for the nursing community’.

• 19.70% respondents replied as ‘Not at all’ for the statement ‘The hospital provides transport facility for the nursing community’.

• 11.34% respondents replied as ‘To a very large extent’ for the statement ‘The hospital provides transport facility for the nursing community’.

• 39.97% respondents replied as ‘To some extent’ for the statement ‘The hospital provides crèche facility for the nursing mothers among the nursing community’.

• 28.26% respondents replied as ‘To a great extent’ for the statement ‘The hospital provides crèche facility for the nursing mothers among the nursing community’.

• 15.88% respondents replied as ‘To a very large extent’ for the statement ‘The hospital provides crèche facility for the nursing mothers among the nursing community’.

• 15.88% respondents replied as ‘Not at all’ for the statement ‘The hospital provides crèche facility for the nursing mothers among the nursing community’.

• 33.65% respondents replied as ‘To a great extent’ for the statement ‘The hospital provides Rest room facility’.

• 27.05% respondents replied as ‘To some extent’ for the statement ‘The hospital provides Rest room facility’.

• 24.36% respondents replied as ‘To a very large extent’ for the statement ‘The hospital provides Rest room facility’.
• 14.94% respondents replied as ‘Not at all’ for the statement ‘The hospital provides Rest room facility’.

• 47.64% respondents replied as ‘To some extent’ for the statement ‘There is a compulsion in night duty in your hospital’.

• 21.67% respondents replied as ‘Not at all’ for the statement ‘There is a compulsion in night duty in your hospital’.

• 19.11% respondents replied as ‘To a very large extent’ for the statement ‘There is a compulsion in night duty in your hospital’.

• 11.57% respondents replied as ‘To a great extent’ for the statement ‘There is a compulsion in night duty in your hospital’.

• 40.93% respondents replied as ‘To some extent’ for the statement ‘The nursing community is willing to go abroad when job opportunities are available’.

• 26.10% respondents replied as ‘To a great extent’ for the statement ‘The nursing community is willing to go abroad when job opportunities are available’.

• 19.09% respondents replied as ‘To a very large extent’ for the statement ‘The nursing community is willing to go abroad when job opportunities are available’.

• 13.87% respondents replied as ‘Not at all’ for the statement ‘The nursing community is willing to go abroad when job opportunities are available’.

• 37.69% respondents replied as ‘To a great extent’ for the statement ‘Exit interviews are conducted for the nursing community’.

• 29.21% respondents replied as ‘To some extent’ for the statement ‘Exit interviews are conducted for the nursing community’.

• 19.38% respondents replied as ‘Not at all’ for the statement ‘Exit interviews are conducted for the nursing community’.

• 13.73% respondents replied as ‘To a very large extent’ for the statement ‘Exit interviews are conducted for the nursing community’.
48.30% respondents replied as ‘To some extent’ for the statement ‘Did your acceptance if you get better salary offer from any other hospital’.

26.59% respondents replied as ‘To a very large extent’ for the statement ‘Did your acceptance if you get better salary offer from any other hospital’.

16.96% respondents replied as ‘To a great extent’ for the statement ‘Did your acceptance if you get better salary offer from any other hospital’.

8.14% respondents replied as ‘Not at all’ for the statement ‘Did your acceptance if you get better salary offer from any other hospital’.

57.34% respondents replied as ‘To some extent’ for the statement ‘Did you feel that your present job will lead to future attainment of your career goals’.

16.02% respondents replied as ‘Not at all’ for the statement ‘Did you feel that your present job will lead to future attainment of your career goals’.

14.54% respondents replied as ‘To a great extent’ for the statement ‘Did you feel that your present job will lead to future attainment of your career goals’.

12.11% respondents replied as ‘To a very large extent’ for the statement ‘Did you feel that your present job will lead to future attainment of your career goals’.

47.11% respondents replied as ‘To some extent’ for the statement ‘you feel secured in your job’.

31.76% respondents replied as ‘Not at all’ for the statement ‘you feel secured in your job’.

11.44% respondents replied as ‘To a very large extent’ for the statement ‘you feel secured in your job’.

9.69% respondents replied as ‘To a great extent’ for the statement ‘you feel secured in your job’.

# END OF CHAPTER #