Annexure-I

“A STUDY OF HUMAN RESOURCE MANAGEMENT SYSTEM IN HOSPITAL SERVICES IN SANGLI DISTRICT” (MAHARASHTRA).

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Under the Guidance of: Dr. B. V. Patil

QUESTIONNAIRE FOR THE HOSPITAL DOCTOR / HEAD

(I) General:

1) Name of the hospital : _____________________________

2) Address : ___________________________________________


4) Name of the respondent and designation: _____________________________

i) Qualification  [ ] BAMS [ ] BHMS
[ ] MBBS [ ] MS [ ] MD
[ ] Other. _____________________________

ii) Experience (In years)  [ ] Up to 5 [ ] 06-10 [ ] 11-15
[ ] 16-20 [ ] 21-25 [ ] 26-30
[ ] 30-35

5) Category of hospital  : [ ] Medical [ ] Surgical
[ ] Maternity (Nursing home)
[ ] General [ ] ____________

6) Hospital Type:  General

Specialized  : [ ] Acute care [ ] Long stay

Multispecial (Composite), [ ] Tuberculosis [ ] Infectious diseases

[ ] Cardiac [ ] Pediatric
[ ] Chest [ ] Psychiatry
[ ] Leprosy [ ] Orthopedic (Trauma)
[ ] Cancer [ ] Gynecology Obstetric
[ ] ENT [ ] Diabetic
[ ] Other

7) Management & Ownership  : (1) Individual (2) Institutional.

(3) Trust (4) Combined/Partnership
(5) Corporate / Ltd. Co.
8) Hospital Area in Sq.ft: [ ] Up to 500 [ ] 1501-2000
[ ] 501-1000 [ ] 2001-2500
[ ] 1001-1500 [ ] Above 2501

9) Staff strength: [ ] Doctors
[ ] Medical Assistants
[ ] Administrative Asst./A/c Officer
[ ] Nurses / Sisters
[ ] Ward boy /Brothers /Compounder
[ ] Pathologists
[ ] Pharmacists
[ ] Receptionist
[ ] Sweeper / Workers.
[ ] Ayya.
[ ] Lab. Assistants

10) Admission per day: [ ] 1 - 3 Patient [ ] 4 - 6 Patient
[ ] 7 - 9 Patient [ ] 10 - 12 patient
[ ] 13 and more patients

11) Total number of wards: [ ] Two [ ] Three
[ ] Four [ ] Five & more

12) Bed capacity: [ ] Up to 5 Beds [ ] 06-10 Beds
[ ] 11-15 Beds [ ] 16-20 beds
[ ] 21 and above beds

13) Average Occupancy per day: [ ] Up to 20% [ ] 21 to 30%
[ ] 31 to 40% [ ] 41 to 50%
[ ] 51 to 60% [ ] 61 to 70%
[ ] 71 to 80% [ ] 81 to 90%

(II) Medical Facilities:

1) What are the facilities available in your hospital?
[ ] Laboratory [ ] Radiology
[ ] Pathology [ ] ICU/ICCU
[ ] Operation Theatre [ ] Diagnostic Dept
[ ] Casualty [ ] Recovery Room
[ ] Pharmacy [ ] Special Room
2) What are the diagnostic services provided in your hospital?  

- Clinical Laboratory
- Clinical Pathology
- Clinical Chemistry
- Radiology
- Microbiology
- Endoscopy
- Electrocardiography
- EEG
- CAT scan
- MRI
- Histopathology
- Ultrasound
- [ ] __________

3) Are there qualified persons to look after these services?  

- Yes
- No

4) What is the nature of emergencies you face in your hospital?  

- Medical
- Surgical
- Obstetric
- General

5) Do you have a central sterilized stores department?  

- Yes
- No

6) Do you maintain a stock of all essential drugs in hospital?  

- Yes
- No

7) Does the hospital have a separate OPD (Out-patient Dept) block?  

- Yes
- No

8) What is the average monthly patients attendance in the OPD?  

- 101 to 150 patients
- 151-300
- 301-450
- 451-600
- 601-750
- 751-900
- 901-1050
- 1051-1200
- 1201 and more

(III) Hospital Administration/ Superintendence:

1) Does the hospital have full time hospital administrator?  

- Yes
- No

2) Have the subordinates been given medical/administrative decision-making authority?  

- Yes
- No

3) Are the suggestions tendered by the staff accepted and implemented?  

- Yes
- No

(IV) Nursing Services:

1) How many nurses in your hospital  

- __________

2) What are the basic qualification  

- Below SSC
- SSC
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>of the nurses in your hospital?</td>
<td>[ ] HSC [ ] Graduation</td>
</tr>
<tr>
<td></td>
<td>[ ] B.Sc (Nursing) [ ] Nursing Course</td>
</tr>
<tr>
<td></td>
<td>[ ] M.Sc (Nursing) / PG</td>
</tr>
<tr>
<td>3) What are your hospital’s sources for obtaining nurses</td>
<td>[ ] Advertisement [ ] Nursing College</td>
</tr>
<tr>
<td></td>
<td>[ ] Employment Exchange</td>
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<tr>
<td></td>
<td>[ ] Others (Relatives, Personal Contact,)</td>
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<td></td>
<td>[ ] Not applicable</td>
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<tr>
<td>4) Where the nurse records are maintained?</td>
<td>[ ] Ward [ ] Nursing station</td>
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<td></td>
<td>[ ] Central record [ ] Other (Rack / Box)</td>
</tr>
<tr>
<td>5) Have the nurses been provided residential accommodation by your hospital?</td>
<td>[ ] Yes [ ] No</td>
</tr>
<tr>
<td></td>
<td>[ ] Not applicable</td>
</tr>
</tbody>
</table>

**(V) Laundry and Canteen Services:**

1) Does the hospital have its own laundry?                               | Yes No                                                                  |
2) How many workers are working in laundry?                               | [ ] One [ ] Two [ ] Three                                               |
                                                                          | [ ] Four [ ] Not applicable                                             |
3) Does the hospital have a canteen on the premises?                      | Yes No                                                                  |
4) If canteen owned by hospital, how many persons are employed there?     | [ ] One [ ] Two [ ] Three                                               |
                                                                          | [ ] Four [ ] Five & more [ ] Not applicable                             |

**(VI) Vehicles:**

1) Do you have ambulance facility of hospital?                           | Yes No                                                                  |
2) If Yes, how many vehicles owned by the hospital?                      | [ ] One [ ] Two [ ] Three                                               |
                                                                          | [ ] Four [ ] Not applicable                                             |
3) Who supervises the transport and ambulance services in the hospital?  | [ ] Doctor [ ] Adm. Off / OS                                            |
                                                                          | [ ] Assist. Doctor [ ] Other / Supervisor                               |
                                                                          | [ ] Not applicable                                                       |
4) Do you maintain following records for the use of ambulance?           | [ ] Mileage of each month                                               |
                                                                          | [ ] Petrol/Diesel consumption                                            |
                                                                          | [ ] Repairing and servicing cost                                        |
                                                                          | [ ] Not applicable                                                       |
Annexure-II

QUESTIONNAIRE FOR THE HOSPITAL STAFF

-----------------------------------------------

I) Personal Data:

1) Full Staff Name: ..............................................................

2) Address of Staff: ..............................................................

3) Sex of Staff: Male Female

4) Staff Age: [ ] 15-19 Years. [ ] 40-44 Years
   [ ] 20-24 _ [ ] 45-49 _
   [ ] 25-29 _ [ ] 50-54 _
   [ ] 30-34 _ [ ] 55-59 _
   [ ] 35-39 _

5) Marital status: [ ] Unmarried [ ] Married
   [ ] Widowed [ ] Widower
   [ ] Divorced

6) Education: [ ] Below SSC [ ] SSC
   [ ] HSC [ ] Diploma (Tech)
   [ ] Graduate [ ] Post-graduate
   [ ] Professional Qualification

7) Designation/Grade: ________________________________

8) Practical Experience: [ ] 1 = 5 Year [ ] 6 = 10 Year
   [ ] 11 = 15 Year [ ] 16 = 20 Year
   [ ] 21 = 25 Year [ ] 26 = 30 Year

9) Nature of appointment: [ ] Purely temporary [ ] Probation
   [ ] Permanent [ ] Ad-hoc

II) Recruitment and Selection:

1) Do you have human resource planning? Yes No

2) What sources of recruitment are used by hospital institution?
   (a) Internal Sources: [ ] Promotion [ ] Transfer [ ] Trainee
      [ ] Extension service [ ] Internal advertise
   (b) External Sources: [ ] Advertisement [ ] Employment Exchange
      [ ] College & University [ ] Other Institutions
[ ] Recommendation of present doctors/employees
[ ] Recommendation by relative/Friends/Ex-employee
[ ] Other (Hospital gate, Notice board etc)

3) Are they followed formal interview procedure for your selection?  : Yes  No

4) Are you satisfied with the present recruitment & selection procedure?  : Yes  No

III) Salary and Wage Policy:
1) How the work is rated?  : [ ] Basic salary + DA+TA  [ ] Time-rate
   [ ] Consolidated (Out patients)  [ ] Piece rate

2) Do you receive bonus payment?  : Yes  No

IV) Training and Development:
1) Do you think training is needed?  : Yes  No

2) If yes, what type of training?  : [ ] Apprenticeship  [ ] Vestibule.
   [ ] On the job training  [ ] Job rotation
   [ ] Training within hospital.
   [ ] Professional training through deputation

3) What sort of achievement do you expect: [ ] Organizational goals
   [ ] Promotion from training?
   [ ] Self development  [ ] Increased pay
   [ ] Self and Organizational goals.

V) Working Condition:
1) Are you allowed to work overtime?  : Yes  No

2) Do you have shift system in the hospital?  : Yes  No

VI) Welfare Facilities:
1) Do you have a canteen in the hospital?  :

2) Is there free medical aid for you?  :

3) What are main retirement benefits in your hospital?  : [ ] Gratuity  [ ] Provident fund
   [ ] Family pension  [ ] None  [ ] All types

VII) Promotions:
1) Does the hospital have a promotion policy?  : Yes  No

2) Are you satisfied with the hospitals?
promotion policy? : Yes No

VIII) Leave and Retirement Provision:
1) Do you get paid leave every year? : Yes No
2) Is the leave procedure in your hospital helpful? : Yes No

IX) Trade Union:
1) Does the hospital have a trade union? : Yes No
2) Does your union make representation to the minimum wages committee appointed by Govt.? : Yes No
3) Do you get welfare funds assistance? : Yes No

X) Grievance Procedure:
1) Is there a grievance procedure in your hospital? : Yes No
2) How do you handle your grievances? : [ ] Through head of dept. [ ] Trade union [ ] Directly

XI) Others / Miscellaneous:

1) Did you have certain expectations about the job before joining? : 
2) Have you tried for a job elsewhere? : Yes No
3) How does your colleague behave with you? : [ ] Very good [ ] Good [ ] Dislike [ ] not so interfered
Annexure-III

QUESTIONNAIRE FOR THE HOSPITAL PATIENTS AND RELATIVES

1. Name : _________________________________

2. Age: (in years)  [] Up to 15  [] 16-30  [] 31-45  [] 46-60  [] 61-75  [] 76 & above

3. Education:  [] Illiterate  [] 7th Std.  [] SSC  [] HSC / Diploma  [] Graduate & other

4. Sex:  [] Male  [] Female.

5. Family Size:  [] Up to 4 members.  [] 5-8 members  [] 9 and above members

6. Occupation:  [] Students / Children  [] Businessmen  [] Housewives  [] Employees / Services  [] Farmers/ Agri. Cooli  [] Professionals  [] Retire / ex-servicemen.  [] Others / Old age

Please express your feelings about the statement through the given scale:

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Undecided</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

For example:

1) The doctor is available in emergency / Urgent situations.

2) The doctor has kept up with the latest medical technology.

3) The doctor took keen interest in my well being.
4) The doctor charged me reasonable fees.
5) The doctors hear what I have to say.
6) The doctor usually gives me enough information about my health.
7) The doctor examined me carefully before deciding what was wrong.
8) The hospital staff was friendly and courteous.
9) The doctor’s orders too many x-Rays and laboratory tests.
10) I am very satisfied with the hospital and doctors.
11) This hospital provide satisfied hospitality to patient’s relatives.
Shri Ganesh, Sangli

Ganesh temple Sangli.

Miraj Dargah
Ayarvin bridge

Prachit fort

Audumbar Kshetra
Sagreshwar

Haripur sangam

Bhose Dandoba
Tasgaon Ganesh Temple

Battis shirala Snake Panchami (festival)