



PROFILE OF THE PERSONNEL WORKING IN Dr. AGARWAL'S EYE HOSPITAL: A STUDY

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ABSTRACT

Human Resource Management is a process of identifying and recruiting people required for an organization to meet the goals of getting effective manpower. At the same time, it is a management process that governs and concerns the management of human talents available with an organization. Young (1961) has said that the goals of the individuals and the organization can be achieved through the stimulation of workers toward a productive performance schedule called motivational process. It is a process of arousing action, sustaining the activity in progress, and regulating the pattern of activity. This study aims to know the Profile of the personnel in select Dr. Agarwal's Eye Hospital with the view to study their demographic variables viz., Gender, Age, Marital status, Religion, Community and Qualification. Survey method is adopted. Simple random technique is used for selecting the sample. Structured questionnaire is used for primary data collection.

KEYWORDS: Personnel, Dr. Agarwal's Eye Hospitals, Demographic Profile.

INTRODUCTION :

Dr. Agarwal Eye Hospital stand as the landmark edifice, right in the heart of city of Chennai, between the official residents of two Chief Ministers who have held the reins of the Government of Tamil Nadu, alternatively, since 1969 till December 2016. Apart from the important gains from proximity to the power centers in the state, the Agarwal Eye Hospital has a stature of its own having spread its influence throughout the length and breadth of the city of Chennai, as also to many parts of the country and abroad. This eminent Eye Hospital apart from having many firsts to their credit have also been pioneers in different types of surgeries including the Phakonit method of just having a minute 3mm cut to insert the rolled up lens, whereby the patient is enabled to leave the hospital after just a few hours after a cataract operation.

Dr. Agarwal Eye Hospital has a building built with a unique structure in the shape of an eye. One feels an aura of wellness and strength giving vision, the minute one walks in to its portals. Inside there are any number of dedicated people both among the medical and non medical personnel who are well trained in the fields of specialization and also have very pleasing personalities of welcome and cheer. The main hospital as also its various branches are equipped with well trained personnel and well maintained equipments.

The Agarwal Eye Hospital originated in the year 1927 and has passed through very many obstacles and achievements to reach this pinnacle of eminence in the field of Eye Surgery and treatment.

OBJECTIVE OF THE STUDY

To outline the Profile of the personnel serving in Dr. Agarwal's Eye Hospital with the view to study their demographic variables viz., Gender, Age, Marital status, Religion, Community and Educational qualification.

Research Methodology

Research Method

Survey method is adopted for the primary data.

Sampling Technique

Simple random sampling technique is used for the present research is quantitative. Descriptive and analytical approaches have been used to understand the problems involved in the field of hospital administration and management.

Sampling Frame

Selection of HR personnel of different categories in various branches of Dr. Agarwal's Eye Hospitals, Chennai.

Sample Universe of Study

This refers to personnel in 16 branches of Dr. Agarwal's Eye Hospital Selected for the present study.

Size of Sample

The sample consists of 360 employees working in Dr. Agarwal's Eye Hospitals who have served as the subjects of the study. The study depends on both primary and secondary data and has made a case study of the Dr. Agarwal Hospitals. The study has been made relying on primary data through questionnaire with information collected from the administration department of the hospitals.

Data Analysis

The collected data were analyzed by using percentage analysis.

PROFILE OF EMPLOYEES

The profile of the respondents is analyzed in terms of gender, age, marital status, religion and community.

Table 1: Gender-wise distribution of the respondents

Gender	Frequency	Percentage
Male	147	40.8
Female	213	59.2
Total	360	100.0

Table-1 shows that 40.8% of the respondents are male and 59.2% are female. It is clear that Dr. Agarwal's Eye Hospitals are source of employment not only for male professionals but also for female professionals.

Table 2: Distribution of the respondent marital status wise

Marital Status	Frequency	Percentage
Married	242	67.2
Unmarried	118	32.8
Total	360	100.0

Table-2 shows that 67.2% are married and 32.8% are unmarried.

Table 3: Age wise distribution of the respondents

Age Group (in years)	Frequency	Percentage
Upto 25	106	29.4
26-30	101	28.1
31-35	84	23.3
Above 35	69	19.2
Total	360	100.0

Table-3 shows that half the number of respondents are less than 30 years (29.4 +28.1 = 57.5). Dr. Agarwal's Eye Hospitals shows that apart from 29.4% who are below in 8 to 25 years of age and 28.1% who are between 26 and 30 years of age. There are 23.3% in the age group 31-35 years and 19.2% who are above 35 years of age. The least percentage is age group of above 35 years (19.2) and the most (29.4) are those below 25 years.

Table 4: Distribution of the respondent's religion

Religion	Frequency	Percentage
Hindu	228	63.3
Christian	84	23.3
Muslim	48	13.3
Total	360	100.0

Table-4 shows that 63.3% are Hindu, 23.3% are Christian and 13.3% are Muslim. Most Hindus in Dr. Agarwal Eye Hospitals constituting more than half the numbers.

Table 5: Community wise distribution of the respondents

Community	Frequency	Percentage
OC – Other Community	27	7.5
BC – Backward Class	68	18.9
MBC – Most Backward Class	170	47.2
SC/ST – Scheduled Caste/Scheduled Tribe	95	26.4
Total	360	100.0

Table-5 shows OCs are 7.5%, BC 18.9%, MBC 47.2% and SC/ST 26.4%. MBCs followed by SC/ST are represented more than adequately as per reservation policy standards in the selected hospital.

FINDINGS, DISCUSSIONS AND CONCLUSIONS

Gender: It has been found that the number of female respondents (59.2%) exceed the number of male respondents (40.8%). This excess in numbers can be attributed the fact that the numbers of nursing personnel in the health care systems are mostly female members who are appointed in large numbers in hospitals far exceeding male personnel in various categories.

Marital Status: It has been found that there are more respondents who are married (67.2%) against those who are unmarried (32.8%). Steady employment and conducive working conditions could be the reasons for the higher percentage of those married. Moreover, women exceeding men would also be a reason for women in India generally are married and married quite early also.

Age: It has been found that, out of the three assigned age groups of upto 25 years, 26 – 35 years and above 35 years, the maximum number is represented by the up to 25 years group (29.4%) but the other two age groups are also not far behind with 28.1% and 23.3% respectively.

Religion: It has been found that the majority of the sample are Hindus (63.3%) followed by Christians (23.3%) and Muslims (13.3%). The percentage of the majority religion Hinduism is 87.58% in Tamilnadu and 79.8% at the All India level as per Census 2011. Though, in Tamilnadu, Hindus exceed even the national level, still the number of Hindus in the sample is less by more than 20% of the Hindu population in Tamilnadu. On the other hand the national Christian population is 2.78% and in Tamilnadu, it is 6.12% and Muslims are 14.2% in all India and 5.86% in Tamilnadu. But the Christian population in the sample is 4 times more than that of Tamilnadu and ten times more than the national average.

Community: It is found that community wise, the MBCs constitute nearly half the sample (47.2%) and with the BCs (18.9) they reach nearly the 69% reservation level in Tamilnadu. The SC/ST's (26.4%) are more than their prescribed reservation level of 18% SC's and 1% STs. The sample has very little percentage as far as the OC's (7.5%) are concerned. It is a heartening fact that there is marked increase of reserved classes such as BC, MBC and SC/ST in the health care system and particularly in a reputed hospital such as the Dr. Agarwal's Eye Hospitals, Chennai.

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