

A STUDY ON RIGHTS AND RESPONSIBILITIES OF EMPLOYEES - A CASE STUDY OF CARE HOSPITALS AT HYDERABAD

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Abstract : This article identifies hospital staff responsibilities associated with ensuring fairness in the implementation of work in the organization. These responsibilities include to maintain confidentiality, code of conduct, always contribute highest standard of medical excellence, well dressed, proper Discipline, Professional ethics and complete Integrity. The article also focuses on the rights of employees like right to escalate, right to know employee benefits, right to know about the working conditions, right to privacy and right to make press or media statements. This article concludes that the employees at care hospitals carry out their rights and responsibilities with commitment and according to the policies of the organization.

Keywords: Knowledge sharing, Employee participation, Employment conditions, Intelligent organizations, Employee Rights, Employee Responsibilities.

I. INTRODUCTION

All employees have fundamental rights in the work place including the right to privacy, fair compensation and freedom from discrimination. They also have certain rights much before they are employed. Health care workers play a vital role in the implementation of the provision of health care services. However, their rights are frequently overlooked, and most of them complain of meagre conditions of service, long hours of working and truncated wages. The result of this that nurses in particular have chosen to leave the public health service. Some have joined the private sector where conditions are much better but job security is worse. Many have gone overseas. Health care workers play many different roles in providing health care.

■ Health care personnel is defined as “health care providers and health workers”, meaning all people who work in the health service.

■ Health care providers are defined as people “providing health services in terms of any law”, including the Allied Health Professions Act 63 of 1982, the Health Professions Act 56 of 1974, the Nursing Act 50 of 1978, the Pharmacy Act 53 of 1974, and the Dental Technicians Act 19 of 1979. This includes doctors, nurses, dentists, pharmacists and medical specialists.

■ Health workers are defined as all people “involved in the provision of health services to a user” and who are not health care providers, such as persons responsible for cleaning, security, medical waste disposal and clerical work. It also includes counselors, community health workers, environmental health officers, emergency medical service workers and volunteers. Together, these workers have the responsibility of ensuring that the government's health policies are translated into service delivery.

Statement of the problem

The article focuses and aims on how aware are the health care employees of their rights and responsibilities and also use them effectively. Hence the statement of this research “Rights and Responsibilities of Employees - A Case study at Care Hospitals at Hyderabad.”

Objectives

1. To study the various rights and responsibilities of employees at Care Hospitals, Hyderabad.
2. To analyze the usage of rights and responsibilities of the employees and assess employees' general awareness of the scope of their employment rights.
3. To give suggestions or recommendations based on the study.

Scope of the study

This paper intends to study the rights and responsibilities of care hospitals at Hyderabad. The target group is the workers of the hospitals who are aware of rights and responsibilities of the organization.

Research Methodology

The data is collected through both primary and secondary sources. Primary data has been collected through structured questionnaire containing 20 questions which is administered to the staff / employees of Care Hospitals, Hyderabad and it is based on convenient sampling. The secondary data has been collected from various Journals, Books and magazines.

Sample size

Sample size for the study is considered as 60.

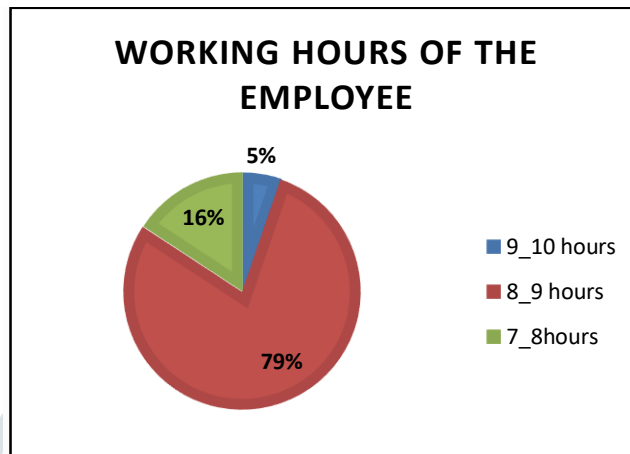
Limitations of the study

- ❖ The study is limited to Care Hospitals in Hyderabad.
- ❖ The period of time for the is for a particular period .
- ❖ The sample size considered for the study is only 60 due to time constraints.

Data Analysis

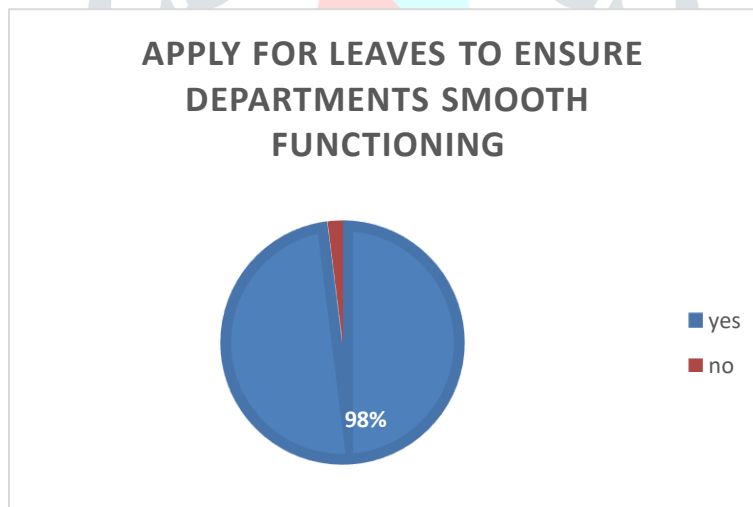
1. Working hours of the employee:

79% of the staffworking hours are 8.5 hours for 16% (9.5 hours) and for 5% (7.5) hours



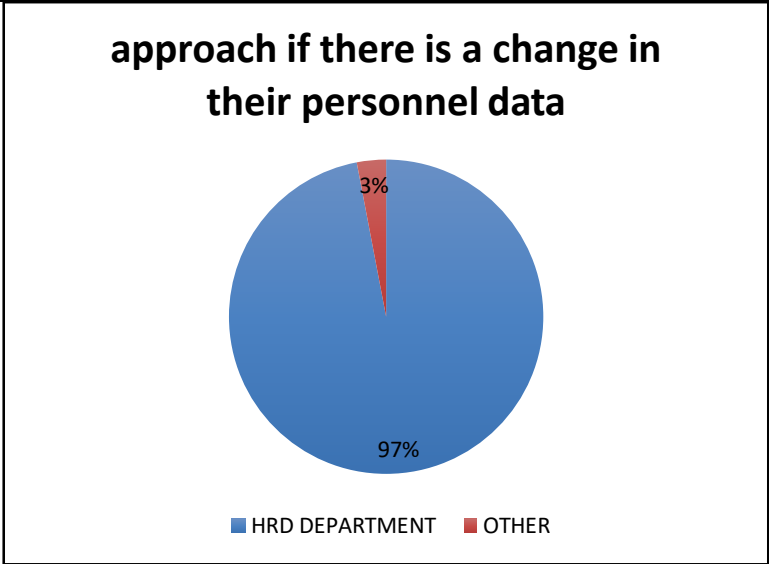
2. applying for leaves to ensure departments smooth functioning

It is inferred that 98% of the staff knew whom to approach for the permission for the leaves to make sure that the department would function smoothly even in their absence.The rest 2% were new joinee’s who were still learning the rules of the organization.



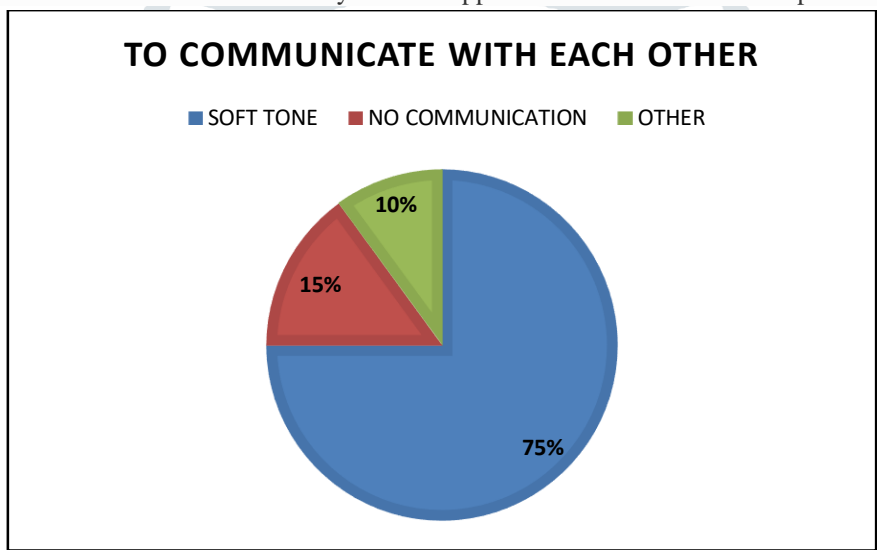
3. they approach if there is a change in their personnel data

97% of the employee’s knew to approach for the change in personneli.e., the HR Department but whereas the rest 3% thought it was the Administrative Department or the Accounts Department.



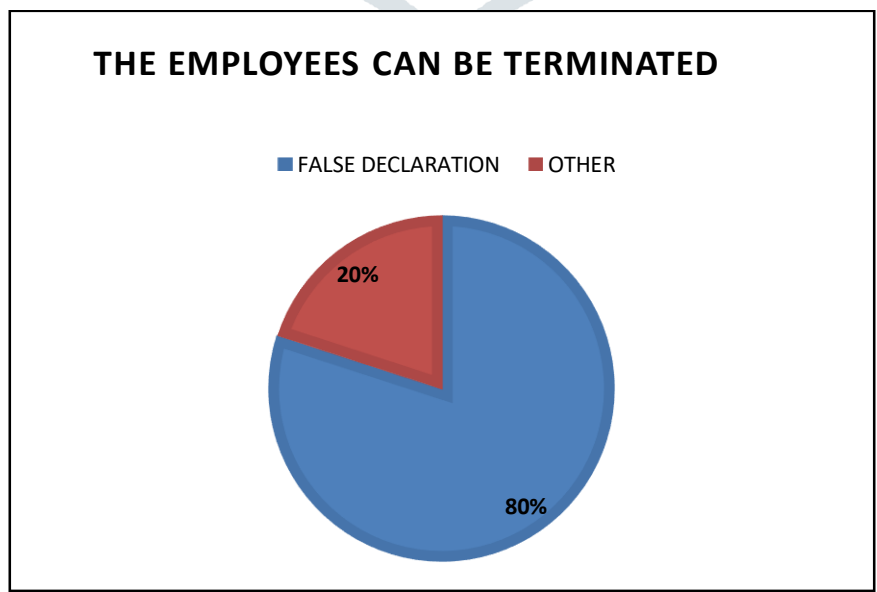
4. to communicate with each other

Being a Patient-Centric Organization, 75% of the employees said that they are expected to speak in soft tones or have a quiet behaviour but whereas the rest 15% said that they are not supposed to communicate in the presence of patients.



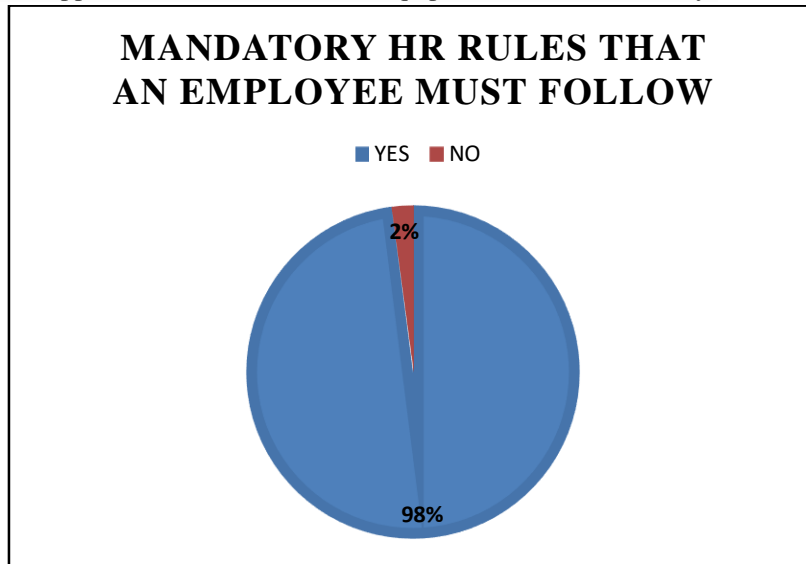
5. The employees can be terminated :

When inquired about this, it was seen that 80% answered that they would be terminated if the employee’s declaration at the time of joining has proved to be false and the rest 20% told that they would be terminated if they don’t punch their ID cards and inform the HR.



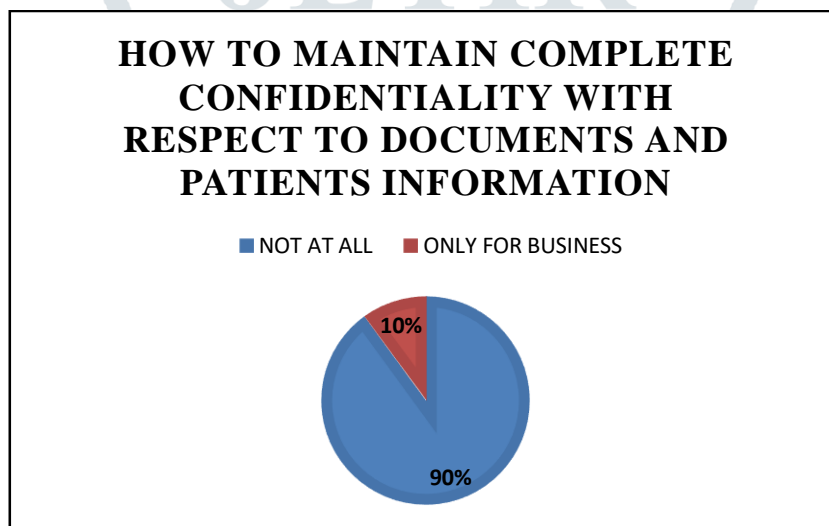
6. Mandatory HR rules that an employee must follow:

In this almost 98% answered that they are supposed to wear their ID cards and do the punching IN/OUT time also but whereas the rest 2% told that they are supposed to take care of all the equipment's and all stationery.



7. to maintain complete confidentiality with respect to documents and patients information:

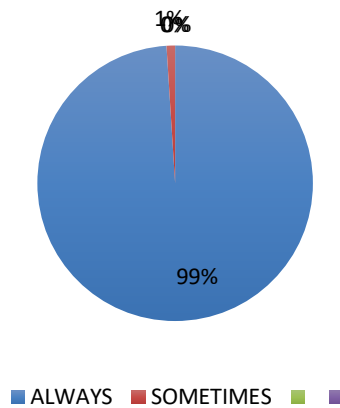
90% told that they are not supposed to disclose any patient related information but 10% told that they were supposed to disclose any business or affairs of the organization.



8. During a tenure, what Code of Conduct is the employee supposed to follow:

In this almost 99% answered that they are supposed to always contribute highest standard of service excellence but the rest 1% told that they are supposed to always contribute highest standard of medical excellence or only sometimes the service excellence.

During a tenure, what Code of Conduct is the employee supposed to follow

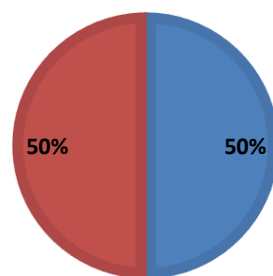


9. the performances that the employee are expected to have at the time of their work:

This had an equal result where 50% of the employees said that Proper discipline, Well Dressed and Professional ethics are important whereas the rest 50% told that Well Dressed and complete integrity is important.

PERFORMANCES THAT THE EMPLOYEE ARE EXPECTED TO HAVE AT THE TIME OF THEIR WORK

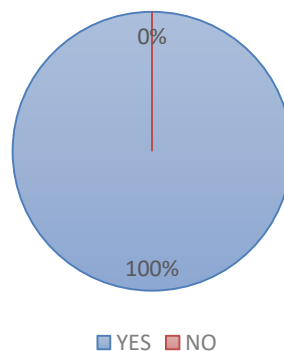
■ WELL DRESSED,PRO.ETHICS ■ WELL DRESS,INTEGRITY



10. When asked about whether the employee has the right to know about the various policies in the organization:

There was a unanimous answer of 100% yes, that the employee has the complete right to know about the policies of

When asked about whether the employee has the right to know about the various policies in the organization

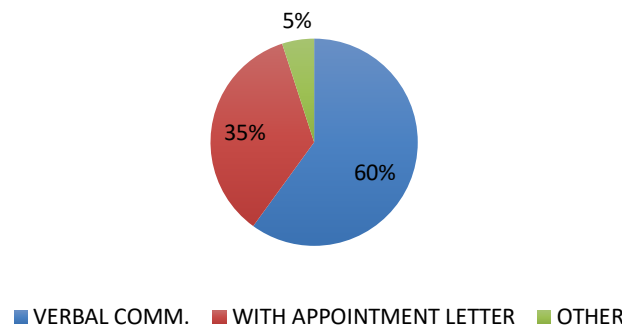


the organization.

11. How does the employee know about the terms and conditions of employment:

This had three different answers, 60% of them said they are supposed to inform by verbal communication, 35% said that they are supposed to be informed in the appointment letter and the rest 5% said it has to be inform through phone by SMS.

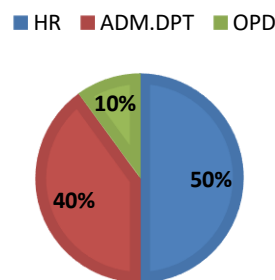
How does the employee has to know the terms and conditions of employment



12. An employee who has been a victim of harassment has the right to report immediately to:

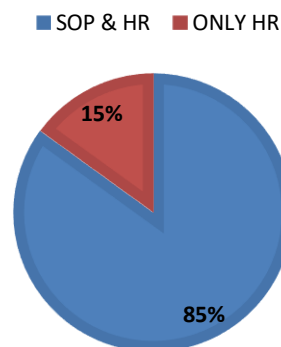
It was seen that 50% told that they have to report to HR department, 40% to the Administrative Department and 10% OPD (Out Patient Department).

AN EMPLOYEE WHO HAS BEEN A VICTIM OF HARASSMENT HAS THE RIGHT TO REPORT IMMEDIATELY TO



- ✓ In this most of the employee around 85% told it is the SOP's (Standard Operating Protocols) and the HR policies(Grievance policy, Pay policy), whereas the rest 15% told it's the HR policies(Grievance policy, Pay policy) and the Management protocols.

POLICIES THAT THE EMPLOYEE HAS THE RIGHT TO KNOW



OTHER FINDINGS

- ✓ This had varied answers depending on the employee whether they are junior or senior and also based on the department that they work in.
- ✓ There was a unanimous answer of 100%, that it is done in March and September every year.
- ✓ The monetary employee benefits that the organization gives to its employees are Casual leaves, Provident fund and Gratuity.
- ✓ The employee has the right to know the job function and the place of work within the organization.
- ✓ The working conditions that are supposed to be specified are the Working hours and the remunerations.

- ✓ The right to privacy maintained in the hospital are Privacy of personal information(maintained in HR records), Privacy of Pay information(maintained in HR records).
- ✓ If the employee wants to contact the Press or make public statements, they are requested to take prior approval of the organization.

Conclusion:

The staff in care hospitals are considered to have lot of awareness of their rights and responsibilities. From the study it is concluded that all the staff have fundamental rights in the work place including the right to privacy, fair compensation and freedom from discrimination. They also follow their responsibilities with utmost commitment. they also fulfil their responsibilities toward the patients also appropriately.

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