A STUDY OF EFFECT OF REWARD AND RECOGNITION ON PERFORMANCE OF MEDICAL PROFESSIONALS IN INDIA

Dr. Preeti Naik

Associate Professor, Sapphire Institute of Business Management, Indore

Abstract

Motivated human resources play key role in the success of an organization. Optimum utilization of this valuable resource becomes specialized branch of Management i.e. Human Resource Management. The simplest definition of management is to get the work done from others. That means for completion of work one has to get positive response from the work force. Motivated work force can produce wonders for the organization. Human Resource is the common factor for any kind of industry. A hospital industry is a service industry. Human resource is an important factor in helping the hospital industry to be successful. In the hospital organization human resources is in force front of service sector & cannot be replaced by machine or electronic gadgets. e.g. caring of patients.

Key Words

Human Resource Management, Motivation, Hospital industry, medical Professionals,

Introduction

Proper management of human resources is critical in providing a high quality of health care. There is a need to refocus on human resources management in health care and more research are needed to develop new policies. Effective human resources management strategies are greatly needed to achieve better outcomes in health care in Hospital Organizations. Human resources, when pertaining to health care, can be defined as the different kinds of clinical and non-clinical staff responsible for public and individual health intervention.

Literature Review

Through this paper Ningombam Reagan Singh &ArabindaDebnath (2015)have attempted to discuss as how Hospital Management plays various roles for human resource development. With a view to systematizing the study, the entire paper is divided into three parts. It is a comprehensive study where it is discussed as how the hospital management can contribute a lot to the human resource development.

The study of Shaghayegh Vahdat, Somayeh Hessam, Elham Ghazanchaei and Beheshteh Jebelli,(2013) aimed to identify the main factors of implementing human resource development in the Iranian Social Security Organization's Hospitals. The findings of the present study showed

that one factor with seven variables was extracted, respectively the calculated fitness indices emphasised the desirable fitness. Then this factor was named "action of HRD". It can be concluded that this factor and its variables has a main role in implementing human resource development and are considered to be the main factor while implementing human resource development in these organizations.

*R Jagajeevan (2013).*A Study on HRD Practices And its Impact on Doctors Commitment in Multi-Specialty Hospitals in Coimbatore. This dissertation explores the nature of human resource development practices and the impact that would make on the doctors' commitment towards their hospital. . The present research has proved that there exists a positive relationship between the effective implementation of HRD practices and level of doctors' commitment towards the hospital. Specifically, it was found that Role analysis, Performance planning & Performance appraisal makes a significant impact on the overall organizational (Hospital) commitment level.

Naser I. Saif & Khaled S. Sartawi (2013) discussed in their study about the relationship between human resource management (HRM) practices and organizational performance is an important topic in the organizational sciences, but little research examining this relationship in hospital settings has been conducted. This study aims to quantify the effects of HRM practices on employee performance in hospitals in Jordan. . The results demonstrate that HRM practices have an impact on performance, The main contribution of this research will be to persuade hospital managers to pay serious attention to the relationship between HRM practices and performance.

Objective

The objective of the study is to study the effect of Reward and recognition on the performance of medical professionals in India.

Hypothesis

H_{01}: There is no significant effect of Reward & Recognition on the Performance of Medical Professionals in India.
H_{11}: There is a significant effect of Reward & Recognition on the Performance of Medical Professionals in India.

Research Methodology

The study is descriptive is nature. Correlation and regression are used to test the hypotheses.

Descriptive Statistics on Reward & Recognition & Performance of Medical Professionals

	Mean	Std. Deviation	N
Performance of Medical Professionals	25.2050	4.88032	400
Reward & Recognition	13.4500	4.78432	400

Correlations on Reward & Recognition & Performance of Medical Professionals

		Performance of Medical Professionals	Reward & Recognition
Pearson Correlation	Performance of Medical Professionals	1.000	.493
	Reward & Recognition	.493	1.000
Sig. (1-tailed)	Performance of Medical Professionals	.	.000
	Reward & Recognition	.000	.
N	Performance of Medical Professionals	400	400
	Reward & Recognition	400	400

Above table shows the correlations and it is evident from this table that Pearson's correlation coefficient between Reward & Recognition and Performance of Medical Professionals is 0.493 which is significant since the significant value (p- value) 0.000 is less than 0.05. Therefore, we may conclude that there is significant association between Reward & Recognition and Performance of Medical Professionals. Furthermore, since the value of correlation coefficient r

suggests a strong positive correlation, we can use a regression analysis to Model the relationship between the variables.

Model Summary[b] on Reward & Recognition & Performance of Medical Professionals

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.493[a]	.243	.242	4.25011	.243	128.102	1	398	.000

a. Predictors: (Constant), Reward & Recognition

b. Dependent Variable: Performance of Medical Professionals

ANOVA[a] on Reward & Recognition & Performance of Medical Professionals

| Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2313.953	1	2313.953	128.102	.000[b]
	Residual	7189.237	398	18.063		
	Total	9503.190	399			

a. Dependent Variable: Performance of Medical Professionals

b. Predictors: (Constant), Reward & Recognition

Coefficients[a] on Reward & Recognition & Performance of Medical Professionals

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B	
		B	Std. Error	Beta			Lower Bound	Upper Bound
1	(Constant)	18.435	.635		29.041	.000	17.187	19.683
	Reward & Recognition	.503	.044	.493	11.318	.000	.416	.591

a. Dependent Variable: Performance of Medical Professionals

Histogram

Dependent Variable: DV

Mean = 6.27E-16
Std. Dev. = 0.999
N = 400
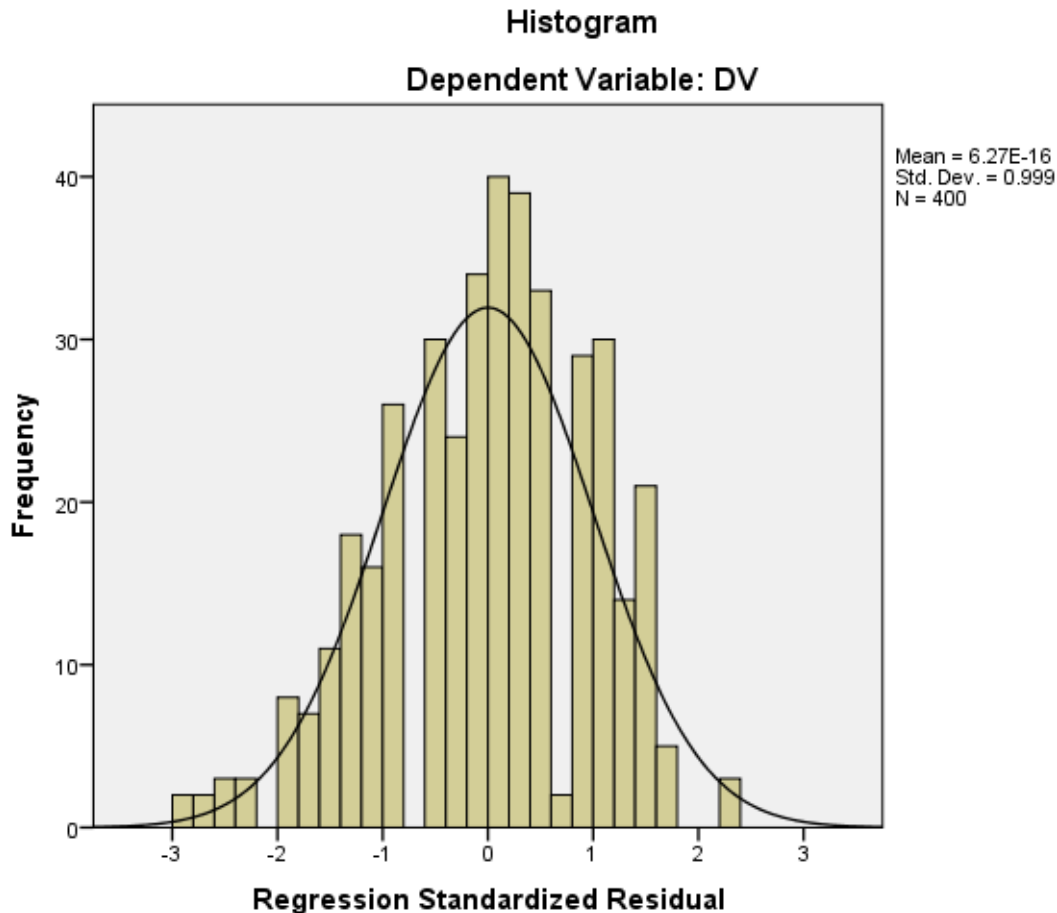
Histogram on Reward & Recognition & Performance of Medical Professionals

Over all model summary shows the value of multiple correlation coefficient R=0.493, it is the linear correlation coefficient between observed and model predicted values of the dependent variable, Its large value indicates a strong relationship. R^2, the coefficient of determination is the squared value of the multiple correlation coefficients. Adjusted R^2=0.242, R^2 change is also 0.243 and these values are significant which shows that overall strength of association is noteworthy. The coefficient of determination R^2 is 0.243; therefore, 24.3% of the variation in Performance of Medical Professionals is explained by Reward & Recognition.

ANOVA is used to exhibit model's ability to explain any variation in the dependent variable. ANOVA table exhibits that the hypothesis that all model coefficients are 0 is rejected at 1% as well as 5% level of significance which means that the model coefficients differ significantly from zero. In other words we can say that there exists enough evidence to conclude that slope of population regression line is not zero and hence, Reward & Recognition is useful as predictor of Performance of Medical Professionals.

From the table of ANOVA, it has been revealed that the calculated F value (128.102) is greater than the tabulated value at .000 significant levels; it means that null hypothesis is not supported. The normal probability plot is obtained to test the assumption about the normality of residuals and it appears that the residuals are approximately normally distributed. Thus the assumptions for regression analysis appear to be met.

Conclusion

To deliver excellent quality services to the patients and strive for their social service, the medical professionals' performance within the organization is very important. All these can be achieved if the top level management takes extra care while developing internal services quality bases starting from selection and recruitment process to recognizing employees with their core expertise and reward them.

The medical professionals' performance is very difficult in the competitive marketplace and environment today. So it is essential for medical professionals' to presume their apprehensions and secure proper alignment of their needs with those of the organization by proper reward and recognition.

Recommendations

It is therefore recommended to communicate rewards and recognition in proper ceremony and on time so that the employees can be prepared and better motivated.

* If these developments are continued for over 10 years, human resource development of the hospital can be a learning model for HRD in the public organization. Technical support from central HRD and research institutes are required for further development and application of the model.

* Organizations promote a healthy work environment and organizational climate so that the medical professionals feel free to innovate and outshine for their organization.

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