

## CONTENTS

<i>Title Page</i>	
<i>Acknowledgement</i>	i - ii
<i>Certificate of approval</i>	iii
<i>Declaration</i>	iv
<i>Preface</i>	v - ix
<i>List of Figures</i>	x
<i>List of Tables</i>	xi - xii
<i>Abbreviations</i>	xiii-xiv
<i>Abstract</i>	xv
<i>Contents</i>	xvi - xix

### **CHAPTER – I**

<b>1. INTRODUCTION</b>	1 - 65
1.1 Over view of Administration and Human Resource Management in Hospitals	
1.2 Operational definitions	
1.2.1 Human Resource Management	
1.2.2 Human Resource Management Practices	
1.2.3 Administration and Hospital administration	
1.2.4 Hospitals	
1.2.5 Organization and Organizational structure	
1.2.6 Span of control	
1.2.7 Formal and informal organization	
1.2.8 Centralization and Decentralization	
1.2.9 Health Establishment	
1.3 Classification of Hospitals	
1.3.1 Government Hospital	
1.3.2 Private Hospital	
1.4 Human Resource Management in Hospital	
1.5 Administration of Hospitals	

- 1.6 Health Care Services in different countries
  - 1.6.1 The United States
  - 1.6.2 The Russian Federation
  - 1.6.3 Australia
  - 1.6.4 China
  - 1.6.5 Sri Lanka
  - 1.6.6 The United Kingdom
- 1.7 Health Care System in India
- 1.8 National Health Policy of India
- 1.9 Reforms in Health Sector in India
- 1.10 Health Sector in Assam
  - 1.10.1 Public Health Infrastructure in Assam
  - 1.10.2 Health Administration in Assam
  - 1.10.3 NHM in Assam
  - 1.10.4 System of Medicine in Assam
- 1.11 Control and Regulatory Mechanism of Government over Hospitals
  - 1.11.1 Control by Central Government
  - 1.11.2 Control by State Government
- 1.12 Background of the Study
- 1.13 Relevance of the Study
- 1.14 Objective of the Study
- 1.15 Scope of the study
- 1.16 Limitations of the study
- 1.17 Research Questions
- 1.18 Chapter Schemes/Planning

## **CHAPTER – II**

### **2. REVIEW OF LITERATURE**

66 - 91

- 2.1 Review of International Books and Journals
- 2.2 Review of Indian Books and Journals
- 2.3 Review of relevant articles and news items published in Newspapers

2.4 Review of relevant Act and Rules

2.5 Gap in Research

### **CHAPTER – III**

**3. METHODOLOGY** 92 - 94

3.1 Research design

3.2 Universe of the Study

3.3 Method of Sample Selection

3.3.1 Sample size

3.4 Data Collection

3.4.1 Techniques of data collection

3.4.2 Tools of data collection

3.4.3 Data analysis

### **CHAPTER – IV**

**4. STUDY AREA - A BRIEF INTRODUCTION** 95 - 105

4.1 Profile of Kamrup (Metro) District

4.2 Types of Hospitals in Kamrup (Metro) District

4.3 Government Hospitals in Kamrup (Metro) District

4.4 Private Hospitals in Kamrup (Metro) District

### **CHAPTER – V**

**5. RESULTS FROM DATA ANALYSIS** 106 - 152

5.1 Organizational structure

5.1 A Type of Organization

5.1 B Span of control

5.1 C Type of Administration

5.1 D Departments

5.2 Accreditation and Certification

5.3 Human Resource Management

5.3 A Status of Human Resource Department in Hospitals

5.3 B Functions performed by Human Resource Department

5.3 C Manpower position

- 5.3 D Human Resource Management Practices
- 5.4 Service Conditions of Employees
- 5.5 Control of Government over Hospitals
- 5.5 A Compliance of Act and Rules
- 5.5 B Visit of officials
- 5.5 C Frequency of asking for updates from Hospitals
- 5.5 D Frequency of holding Meetings with Hospitals

## **CHAPTER – VI**

- 6. **FINDINGS AND INTERPRETATIONS** 153 - 182
- 6.1 Findings of the Study
- 6.1A Organizational Structure and Administration
- 6.1B Status of Human Resource Department
- 6.1C Functions performed by Human Resource Department
- 6.1D Adequacy of Human Resource
- 6.1E Human Resource Management Practices in Hospitals
- 6.1F Link between organizational structure and Human Resource Management Practices
- 6.1G Service conditions of employees
- 6.1 H Effectiveness of Regulatory Acts and Control of Government over Hospitals
- 6.2 Interpretation of findings

## **CHAPTER – VII**

- 7. **CONCLUSIONS AND SUGGESTION** 183 - 211
- 7.1 Major issues
- 7.2 Policy suggestions
- 7.3 Conclusion

## **BIBLIOGRAPHY**

## **GLOSSARY**

## **APPENDIX**