



The Effect of Human Resources on Health Care and Its Efficiency in Palestine

¹Sami Smerat, ²Hamza M Shaheen

¹Department of Medical Imaging, Faculty of Allied Medical Sciences, Palestine Ahliya University, Bethlehem, Palestine.

²Department of Administrative and Financial Sciences, PhD Strategic Management in Arab American University-Ramallah-Palestine.

*Corresponding Author: Sami Smerat, Department of Medical Imaging, Faculty of Allied Medical Sciences, Palestine Ahliya University, Dheisha, Bethlehem, Palestine.

ABSTRACT

Modern healthcare systems encounter a number of difficulties. The biggest management difficulties are the lack of qualified employees and their poor level of satisfaction. The stabilization and high-caliber work-medical performance of medical professionals depends on their motivation and satisfaction. Scientific research supports the human resource management (HRM) strategies' beneficial effects on raising employee happiness and engagement. Currently, only sometimes, and frequently only at the level of human resources, labor law, and union bargaining, are HRM practices employed in the healthcare industry.

This demonstrates how little human resources development as occurred. It is ideal to fully implement HRM procedures in the healthcare industry. In order to increase the quality of healthcare delivery, this study aims to identify, define, and discuss the difficulties in HRM in the healthcare industry. It also discusses the significance of putting developed HRM practices into practice. A literature search was utilized as the research methodology. Because most healthcare professions in Palestine do not require the knowledge and skill to manage people, it is thought that research into the relationship between excellent human resource management and healthcare delivery is crucial. The greatest hospitals in the world have developed HRM that has a favorable influence on medical indicators and employee happiness.

KEYWORD: Human resource management (HRM)

1. INTRODUCTION

The global system of healthcare is a significant social, economic, and political challenge. There is a push to alter the healthcare system in many nations because there is discontent with the caliber or delivery of care for a variety of reasons (Blštáková & Palenčárová, 2021). Numerous authors concur that during the past ten years, there has been an increase in the interaction between and problems facing the EU health systems (Blštáková & Palenčárová, 2021; Saltman, Figueras, & Sakellarides, 1998) (Quentin, 2020). Numerous studies show how the HRH can improve service access and health outcomes.

HRH provided services for clinical, environmental, and public health as part of the framework of healthcare systems. To get greater health, the HRH must be developed and supported (West, Guthrie, Dawson, Borrill, & Carter, 2006). Although several researches have suggested that the availability of HRH has increased in some nations, many other nations continue to have limited, out-of-balance, and unbalanced HRH availability. The performance and deployment of HRH are challenging for nations at all socioeconomic levels (Blštáková & Palenčárová, 2021).

Health employees are in short supply and are distributed unevenly throughout the sector. Healthcare is in greater demand as a result of the aging population and the development of chronic and age-related disorders. Because of the constant advancement of technology and the increased need for competencies, health systems are dealing with rising healthcare expenditures. The organization of procedures is changing, highly specialized activities are being

centralized, and demands for safety. Even for interventions that are not as specialized, quality and efficiency have increased. Additionally, access to healthcare and preventive care are unequal (Blštáková & Palenčárová, 2021).

For the management of healthcare institutions, the aforementioned realities present unique difficulties. It is essential to look for performance management and medical staff development techniques that are in line with societal technological and demographic trends. We believe it's crucial to pay attention to human resource management practices and procedures when managing personnel in the healthcare industry. One of the main strategies for addressing the difficulties in the healthcare system is the use of contemporary human resource management systems.

2. PREVIOUS STUDY

Throughout all four industrial revolutions, human resource management has evolved in tandem with the economy and the emergence of innovation. At the turn of the 20th and 19th century, manufacturing enterprises began to employ the first human resources managers, who initially focused on administration, accounting, and resource planning. We believe that describing the developmental stages and recognizing the evolution of personnel management are vital in order to understand the level of quality of human resource management in the healthcare industry. Four fundamental developmental stages can be used to summarize the development of human resource management (Panda, 2019). The personnel department, which offers payroll accounting, fundamental labor legislation, and personnel administration, is the foundational level of human resource management (HRM)(Biron et al., 2021). The specialization of HRM into organizational design management, compensation, training, and selection is found in the second tier (Sharafizad, Redmond, & Morris, 2020). The HR function consists of HR business partners who support managers strategically and HR service centers that offer services to employees (Sharafizad et al., 2020). The third level is a superstructure where integrated talent management is provided by HRM(Turner, 2019).

The creation of a coaching culture, talent management, leadership support, and succession planning are new jobs. The most cutting-edge HRM departments are totally digital, completely connected with the business, and capable of foreseeing the future and generating value through big data analytics. They continually increase their knowledge and impact (Volini et al., 2020). They put more emphasis on what they deliver rather than what they do [7]. Measured and assessed is how HRM activities affect the organization's performance.

Blstakova's model (Blštáková & Palenčárová, 2021)describes the impact of the 4.0 age on HRM through changes in the values, responsibilities, architecture, and content of HRM. Through conceptual challenges of Setting a developed HRM strategy and ensuing sub strategies can be based on HRM(Panda, 2019). The link between the adoption of contemporary, established HRM systems and a company's organizational success has been supported by numerous international research (Jankelova, 2021). Likewise, Jankelova's study (Jankelova, 2021) in 44 Slovak hospitals supported the beneficial effects of the Hospitals' and healthcare facilities' combined (mature) HRM roles organizational effectiveness. For instance, according to West et al., HRM systems in Healthcare facilities have a direct impact on the mortality rate and the standard of service rate of patient in hospital(West et al., 2006). In-depth management appraisal systems, staff safety, and the level of investment in people (as demonstrated by effective human resource management and, in particular, investment in training and development) are among the developed HRM practices that West et al. list as being particularly crucial to use (West et al., 2006). Similar to this, Townsend et al. assert that an HRM system must incorporate cutting-edge methods (like the miraculous question) to recognize and address employee difficulties (Townsend, Wilkinson, Allan, & Bamber, 2011). West emphasizes that employing cutting-edge HRM strategies alone is insufficient and that high-performance HRM practices must be combined (West et al., 2006). According to Townsend et al. (Townsend, Wilkinson, Allan, & Bamber, 2012), the increased significance of HRM sends a message to employees that they hold a significant role within the organization. The creation of HRM tools and strategies is not uniform. The level of competition, the nature of the organization's ownership, and its size frequently have a favorable impact on HRM growth. In industries like IT services and the telecommunications sector, where there is a great demand for qualified labor, HRM expands most quickly. Human resource management covers fundamental staffing tasks in areas like primary agricultural production throughout the long term. Researchers have described systemic and transformative leadership of managers in the healthcare industry, which in turn positively affects employee loyalty and satisfaction (Jankelova, 2021).

Burnout and low job satisfaction are two issues with modern healthcare, Jankelová (Jankelová & Joniaková, 2021). In the meantime, according to West et al., medical staff stability (reduction of attrition to other departments, increased interest in studying and working in healthcare), and quality work performance (reduction of patient mortality, compliance with procedures and regulations, reduction of nosocomial infections, etc.) are all dependent

on the satisfaction and motivation of medical staff. [(West et al., 2006), (Jankelová & Joniaková, 2021). According to other studies, job satisfaction is one of the most important aspects for health professionals around the world (Alshamari, 2017). Numerous authors (Alfes, Shantz, Truss, & Soane, 2013; Baluch, Salge, & Piening, 2013; Jankelová & Joniaková, 2021; West et al., 2006) have provided scientific evidence of the beneficial effects of HRM strategies on raising employee satisfaction and motivation. Utilizing all of the available information on human resource management in healthcare is desirable.

In order to obtain a proper service contract, the HRM department should provide a clear job description, the organization's expectations, employee obligations, and the scope of their duties after hiring personnel for the company. Training employees should be the top priority for HRM because it will help them to create new roles by honing their current abilities. When a disagreement emerges between management and employees, HRM should serve as a consultant and mediator to give solutions. In order to ensure the survival and continued expansion of the firm, HRM must also forge relationships with other business sectors. A company's public image will further enhance if business meetings, on behalf of the company, monthly seminars and other formal events are arranged. Furthermore, a crucial component of HRM is ensuring pleasant working circumstances. Additionally, the business should offer a secure workplace that will encourage employee productivity and job happiness (Pulakos, 2004). The purpose of this essay is to describe the difficulties in managing human resources in the healthcare industry and to emphasize the significance of putting effective human resource management procedures into practice in order to raise the standard of care.

3. CONCLUSION

Considering what is already known about managing human resources in the healthcare industry, we uncover a concrete connection between advanced human resource management and superior healthcare. The results of the research show that boosting the performance of as one of the reasons for enhancing patient care, suitable HRM systems are used in healthcare (West et al., 2006). Quality human resource management in its mature stage of growth is the only method to increase the attractiveness of the medical profession. Furthermore, it's critical to articulate and convey the significance of the employee experience in the healthcare industry. According to (Jankelova, 2021), leaders are crucial in establishing the organizational conditions necessary for the adoption of a sophisticated HRM system. We can see how important it is for healthcare workers to continue their management education after they graduate from college and enter the workforce. We believe that effective human resource management in hospitals serves as the cornerstone of high-quality medical service.

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