



A STUDY ON THE RELEVANCE OF TIME MANAGEMENT AT SUNRISE HOSPITAL, KOCHI

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Abstract:

Time management refers to the way that we organize and plan how we manage specific activities efficiently and effectively. As far as a hospital is considered, time management is very important for everybody starting with a surgeon to an attendant.

This study undertook to explore the relevance of time management at Sunrise Hospital, Kochi, one of the major hospitals in the city. Other objectives of the study included- to know how specific and scheduled they are in carrying out their daily activities, to evaluate the time management of an employee, to identify how far employees have understood and internalized the concept and to understand the level of distractions and pressure on the employees during working hours.

Samples were drawn from different sections such are nurses, attenders and office employees. The sample size selected was 70 and convenient sampling was employed. Data were collected from the samples through pre-designed questionnaire.

The findings are very encouraging. As a whole, employees have accepted the soundness of the time management concept practiced in the hospital. Employees have realized the importance of time management and about its implication for their day-today work and as a means of career advancement. They handle themselves the distractions they face meticulously and there seems to be no time pressure as they find the hospital management has allotted enough time commensurate with the nature and content of the job. Employees are happy with their work life balance and senior employees delegate their work and support their subordinates well.

Nevertheless, training programmes and campaigns are essential to drive the concept of time management among all employees and educate and motivate them to prepare and plan their own work schedule, and complete their tasks and work within the pre-planned deadlines. The study also reveals that management can expect better productivity and co-operation from the employees for a win-win situation in the hospital.

Key Words: Time management, Pressure, Distraction & Delegation

Introduction:

It seems that there is never enough time in the day. But, since we all get the same 24 hours, why is it that some people achieve so much more with their time than others? The answer lies in good time management. The highest achievers manage their time exceptionally well. By using the time-management techniques in this section, you can improve your ability to function more effectively – even when time is tight and pressures are high.

Good time management requires an important shift in focus from activities to results: being busy is not the same as being effective. Spending your day in a frenzy of activity often achieves less, because you are dividing your attention between so many different tasks. Good time management lets you work smarter – not harder – so you get more done in less time.

Statement of the Problem:

The topic under study is – relevance of time study in Sunrise Hospital, Kochi. Being one of the most essential institutions in any country, it is worthwhile to undertake

a study as to whether the hospital views value of time and its efficient management seriously.

Scope and Need of the Study:

The study was conducted to find out how to make better decisions in critical situations and helps to reduce the stress faced by the employer and employee by giving shifts to them. This study was undertaken to analyze how the hospital can achieve higher work quality and accomplish more with less effort. The study can analyze how to create discipline by following the rules and policies. The present study will help in better utilization of time.

Objectives of the Project:

- Primary objectives:
 1. To study the relevance of time management at Sunrise Hospital.
- Secondary Objectives:
 1. To know how specific and scheduled they are in carrying out their daily activities.
 2. To evaluate the time management of an employee in Sunrise Hospital.
 3. To identify how far employees have understood and internalized the concept
 4. To understand the level of distractions and pressure on the employees during working hours

Company Profile:

Sunrise Hospital, Kochi is a multi-specialty hospital conforming to international standards. Focused on Laparoscopic and Endoscopic Surgeries, and also specialized in Accident and Trauma care, the hospital is well equipped to provide state-of-the-art treatment and patient care for all types of medical emergencies and tertiary medical care.

This easily accessible 250-bed hospital, strategically located on the expressway connecting the International Airport and the Seaport of Kochi, is spread over 1.5 acres with a built-up area of 100,000 sq.ft located on 10 floors, accommodating more than 40 medical departments and specialties.

Methodology:

Descriptive cum exploratory research technique was adopted in the research for the above mentioned problem. A structured questionnaire was prepared and customers' feedback was collected.

Sources of Data:

Primary Data: The methods for collecting primary data were Questionnaire and Interview methods

Secondary Data: The methods for collecting secondary data were Company Websites, Magazines and Information stored in company database.

Research Instrument:

A pre-designed open ended questionnaire acted as the research instrument.

Sampling Plan:

- (a) **Universe:** all employees of Sunrise Hospital
- (b) **Sampling Unit:** 70 employees of the hospital were chosen as sample unit.
- (c) **Sample Size:** The sample size is 70
- (d) **Sampling break up:**
 - 14 Nurses
 - 14 Billing clerks
 - 14 Laboratory technicians
 - 14 Patient relation officers
 - 14 Bio-medical engineers
 - (Doctors were not available)

(e) **Sampling Method:** The sampling method adopted was convenient sampling.

Statistical tool used was Percentage Analysis

Presentations of data are through Diagrams, graphs, figures; tables etc. were used for presenting data in a simplified and attractive manner.

Limitations of the Study:

1. There might be errors due to biased opinion of the respondents.
2. The employees were always under a fear in answering questions; hence did not tell the full truth.
3. There were no measures to check out whether the information provided by the workers was correct or not.
4. Lack of co-operation from certain departments due to their work load.

Findings:

1. 61.43% of the respondents strongly agreed, 24.29% of the respondents agreed, and 14.29% moderately agreed that the organization has a sound time management system.
2. 48.57% opined that the employees sometimes make specific and written goals and put deadlines. 41.43% did not respond and 10% opined that they rarely make specific and written goals and put deadlines.
3. 47.17% respondents opined they make plans and schedule work. 42.86% respondents did not respond and 10% opined they rarely make plans and schedule work.
4. Regarding making a daily "to do" list, arrange items in order of importance, and try to get the important items done as soon as possible, 27.14% of the respondents opined that they rarely do it, 24.29% respondents opined never, 21.43% respondents opined sometimes, 1.43% respondent opined that they always do and 25.71% did not respond to the statement.
5. 68.57% of the respondents admitted that for each activity, they ask themselves whether it is the best use of their right time and 31.43% of the respondents opined they do not do so.
6. 57.14% respondents admitted that they know which of the activities are the high value producing ones and help in their career growth, and 42.86% opined no.
7. 30% respondents opined that sometimes they can complete their assigned work on time, 20 % respondent opined rarely and 50% did not respond.
8. 68.57% respondents admitted they are aware about how much time they spend on different activities and tasks and 31.43% respondents said no.
9. 38.57% respondents opined that they never work late night or on weekends, 35.71% respondents opined rarely, 18.57% respondents opined sometimes, and 7.14% respondents did not respond.
10. 38.57% respondents opined they rarely find an hour in a day to do uninterrupted work, 38.57% respondents opined never, and 22.86% did not respond.
11. 62.86% respondents opined visitors as distractions commonly faced, 22.86% respondents opined telephonic calls, 10% respondents opined meetings and 4.28% respondents opined emails.
12. 35.7% respondents have opined they never feel pressured by the time constraint to complete the work assigned, 32.86% respondents opined sometimes, and 31.43% respondents opined rarely.

13. 25.7% respondents opined they rarely feel jumping from crises to crises, constantly putting out fires, 34.29% respondents opined never, and 40% respondents did not respond.
14. 32.86% respondents opined they never procrastinate work due to distractions or pressure faced during working hours and 24.29% respondents opined rarely. 42.86% respondents did not respond.
15. 80% respondents admitted they take action to minimize interruptions or intrusions on their time and 20% respondents opined no.
16. 80% respondents admitted that they delegate tasks to their subordinates and support them and 20% opined no.
17. 38.57% respondents agreed that effective time management improve their productivity and hence the organizational performance, 24.29% respondents strongly agreed, 21.43% respondents moderately agreed, and 15.71% respondents disagreed.
18. 30% respondents moderately agreed with the layoff of some workers because of poor time management, 34.29% disagreed, and 35.71% strongly disagreed.
19. 51.43% respondents agreed that the organization matches job to time available, 27.14% respondents strongly agreed, 11.43% moderately agreed, and 10% respondents disagreed.
20. 40% respondents agreed that HR policies support in maintaining a proper work life balance, 20% respondents strongly agreed, 20% respondents moderately agreed, and 20% respondents disagreed.
21. 10 % of respondents were highly satisfied with the way they use time, 61.43% were just satisfied and 28.57% did not respond.

Recommendations:

1. There is unanimous agreement on the part of respondents on the soundness of the time management concept practiced in the hospital. So it can be continued as such.
2. Management can organize training programmes for the employees about time management and motivate them to make their own goals, schedule their work, monitor and achieve them.
3. Management has to encourage employees to prioritise their daily work in a systematic way. This can be taught to them in the training programmes.
4. Since most of the respondents are aware about the importance of time and its value, and they are able to distinguish high value work among all, and that proper time management increases their productivity and prospects of career growth, this can be easily propagated among all employees.
5. There seems to be overload on the employees as some of them commented that they are not able to complete their assigned work on time. This factor has to be addressed by the management.
6. The study finds that the employees' work is regularly interrupted. Most probably, visitors are interrupting their work. It is encouraging to see that employees themselves find ways and means to avoid such situations and do not put off their work for later time. However, this point has to be addressed in detail.
7. Most of the employees are able to do their work without time pressure and admit they do not land in or face crisis in their work situations. This is a good sign and management has to continue with the prevailing system of work allotment and management.

8. Most of the employees agree with the management policy of allocating time commensurate with the nature of the job. In fact, this minimizes time pressure on the employees and they are able to do their work comfortably. This point has to be taken well by the management.
9. Since most of the employees enjoy well balanced work life, management can expect better productivity and co-operation from employees.
10. The only point where respondents disagree is the lay off handed over to some employees because their poor time management skills. This point has to be addressed by the management. Perhaps, this can be set right through imparting proper training to them.
11. It is found that most of the higher level employees delegate their work to their subordinates and support them. This also seems to reduce the work pressure.

Conclusion:

It is heartening to see that the management of Sunrise Hospital has taken up the concept of time management in the right spirit and employees are enjoying and contributing their share towards achieving the objectives of the hospital. Most of the employees are conscious about the relevance and benefits of time management and they have accepted this. Nevertheless, the thrust of the management shall be towards driving this universal concept into all employees through regular training programmes and campaigns, which will benefit all the stakeholders, including the society.

This study reveals how our time gets wasted because we never think of managing time in an effective manner. It is said that time and tide waits for none, so our attempts should be to make the best use of time and prevent others from wasting our time too. Also, the study summarizes as to what causes us to waste our time and suggests solutions to save time as much as possible. It also offers tips to make the best use of time. As with all the precious resources, time is a scarce resource. The wisdom lies in making the most of it.

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Questionnaire

A Study on the Relevance on Time Management at Sunrise Hospital

Personal Details

Name :
Sex : Male () Female ()
Age :
Department :
Designation :

1. The organization has a sound time management system. Do you agree with the statement?
a) Strongly Agree () b) Agree () c) Moderately Agree ()
d) Disagree () e) Strongly Disagree ()
2. Do you make specific & written goals and put deadlines on it?
a) Always () b) Sometimes () c) Neutral ()
d) Rarely () e) Never ()
3. Do you plan and schedule your work?
a) Always () b) Sometimes () c) Neutral ()
d) Rarely () e) Never ()
4. Do you make a daily "to do" list, arrange items in order of importance, and try to get the important items done as soon as possible?
a) Always () b) Sometimes () c) Neutral ()
d) Rarely () e) Never ()
5. For each activity, do you ask yourself "Is this the best use of my time right now"?
a) Yes () b) No ()
6. Do you know which of your activities are the high value-producing ones and help in your carrier growth?
a) Yes () b) No ()
7. Are you able to complete your assigned work on time?
a) Always () b) Sometimes () c) Neutral ()
d) Rarely () e) Never ()
8. Do know how much time you spend on different activities and tasks
a) Yes () b) No ()
9. Do you work late night or on weekends?
a) Always () b) Sometimes () c) Neutral ()
d) Rarely () e) Never ()
10. Do you find an hour in a day to do uninterrupted work?
a) Always () b) Sometimes () c) Neutral ()
d) Rarely () e) Never ()
11. What are the types of distractions commonly faced?
a) Emails () b) Telephone calls ()
c) Visitors () d) Meetings ()
12. Do you feel pressured by the time constrains to complete the work assigned?
a) Always () b) Sometimes () c) Neutral ()
d) Rarely () e) Never ()
13. Do feel you jump from crises to crises, constantly putting out fires?
a) Always () b) Sometimes () c) Neutral ()
d) Rarely () e) Never ()
14. How often do you procrastinate you work due to the distractions or pressure faced during working hours?

- a) Always () b) Sometimes () c) Neutral ()
d) Rarely () e) Never ()
15. Do you take action to minimize interruptions or intrusions on your time?
a) Yes () b) No ()
16. Do you effectively delegate tasks to your subordinates and support them?
a) Yes () b) No ()
17. Do you agree that effective time management improve your productivity and hence the organizational performance?
a) Strongly Agree () b) Agree () c) Moderately Agree ()
d) Disagree () e) Strongly Disagree ()
18. "Some workers have been laid off because of poor time management" Do you agree with this statement?
a) Strongly Agree () b) Agree () c) Moderately Agree ()
d) Disagree () e) Strongly Disagree ()
19. Indicate the extent to which the organization matches jobs to the time available.
a) Strongly Agree () b) Agree () c) Moderately Agree ()
d) Disagree () e) Strongly Disagree ()
20. "The HR policies support in maintaining a proper work life balance" Do you agree with this statement?
a) Strongly Agree () b) Agree () c) Moderately Agree ()
d) Disagree () e) Strongly Disagree ()
21. Are you satisfied with the way you see your time?
a) Highly satisfied () b) Satisfied () c) Neutral ()
d) Dissatisfied () e) Highly Dissatisfied ()
- Any other suggestions
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