

Managerial practice and skills related factors affecting productivity: An empirical study among the managers

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Abstract

The aim of this empirical, quantitative and survey based descriptive research undertaken in Tirunelveli city of Tamil Nadu, India is to examine the perception of the managers working in non-medical departments in private multi-speciality hospitals towards managerial practice and skills related factors affecting their productivity. The study has sampled 50 managers from the leading private multi-speciality hospitals using convenience and judgement sampling techniques. Primary data were collected using structured self-made questionnaire. Secondary data were collected from books, journals, thesis, projects, and conference proceedings. Percentage, mean, and standard deviation were administered to analyse the data. The analysis of the study have revealed that the factors, lack of freedom for initiative, risk taking and decision making and lack of respect for own value; too much responsibility with inadequate authority which delay and affect taking decision; insufficient guidelines to solve problems and take decisions especially when higher officials are not available; difficulty to comply with some kind of people such as those who pass negative information to management to safeguard the job; and higher expectation from superiors, co-workers, subordinates and patients and feeling of inadequacy to fulfil it are the foremost managerial practice and skills related factors affecting their productivity. Lack of ability to influence other departments which are not under direct control as part of work; fear to communicate to higher officials and to answer their phone call with regard to the work assigned; feeling of inadequate skills to deal with emotional distress, rumours and criticism of superiors, coworkers and patients; and feeling difficult to take decision when the superior or Director is unavailable are the next foremost managerial practice and skills related factors affecting their productivity.

Keywords: Manager, non-medical department, managerial practice and skill, productivity, private multi-speciality hospital, Tirunelveli city.



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