



# Doctor's Perception regarding Performance Appraisal from self-Perspectives

<sup>1</sup> Khushbu S. Dave, <sup>2</sup> Dr. Alpesh Nasit

<sup>1</sup>PhD scholar, School of Management, RK University and Assistant Professor and Head, Shri Sunshine Group of Institute Department of Management, Rajkot, Gujarat.

<sup>2</sup>Assistant prof., R.K. University, Rajkot

**ABSTRACT :** *Medical care by doctors in service sector is very important aspect of society. Medical care should be available to the individual, and thereby to the community, all facilities of medical services necessary to promote and maintain health of mind and body should take into account the physical, social and family environment, with a view to the prevention and cure all disease. Doctors are integral part of a social and medical organization, the objective of whom is to provide people with complete healthcare, both curtail and preventive measures and also to reach out to the family and its home environment. Hospital is a Centre for the training of health workers and Bio-social research. The objective of this paper is to study the Doctors Perception regarding Performance Appraisal from self-Perspectives.*

**KEY WORDS:** Performance Appraisal, Doctors, Parameters, Perception, Self-perspective

**INTRODUCTION:** Performance Appraisal is one of the very important factor that plays vital role in generating satisfaction level. Hospital industry is a service industry, where patients are the most important person. It is very my necessary that all the employees of the hospital have to perform their duties in a best way so that patients 'satisfaction level get increased. The way in which hospital employees' deal with the patients and their relatives is as important as using advanced technology and drugs to cure the patient. It is very necessary for the hospital staff to satisfy the patients by performing their duties in a efficient manner. If the performance of employees is appraised, then it is very beneficial for both the employees and the management to understand the current performance level and make improvements in it. Also performance appraisal helps to identify training needs so that the employees can be trained to enhance their competency. That ultimately leads to patients 'satisfaction and overall organizational development.

## OBJECTIVES OF STUDY

- To identify the important parameters to be considered for Doctor's appraisal from their perspective.
- To identify the duration which doctor's feel are ideal for their appraisal.
- To identify the method that should be used for their appraisal from their perspective

## SAMPLE SIZE:-

Sample size is taken 150 doctors working in hospital.

## RESEARCH DESIGN:-

"Research design is the plan, structure, and strategy of investigation conceived so as to obtain answers to research questions and to control variance."

- Data collection forms:-

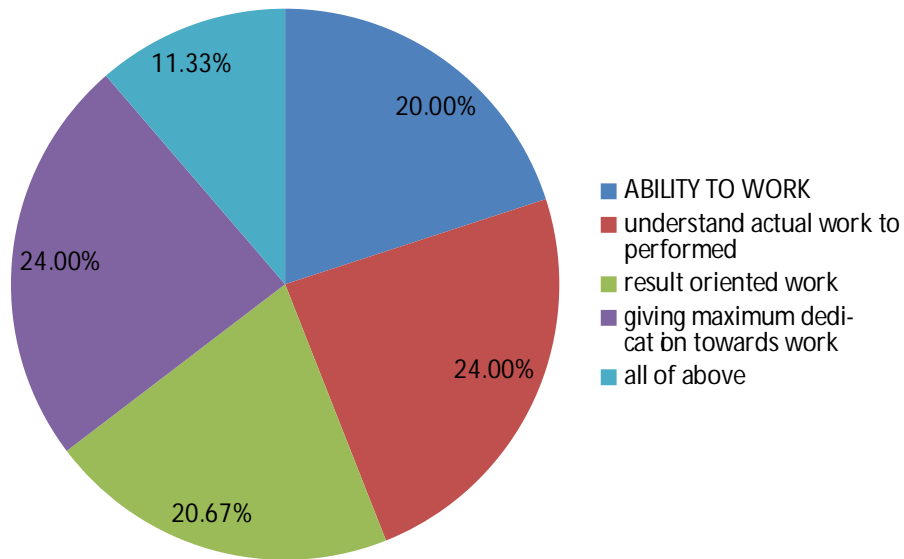
- (a) Observation method.
- (b) Survey method

## METHODS OF DATA COLLECTION:-

Primary data for this research paper was collected with the help of Questionnaire and Formal Interview and secondary data was collected with the help of internet and reference books

**RESEARCH ANALYSIS AND INTERPRETATIONS**

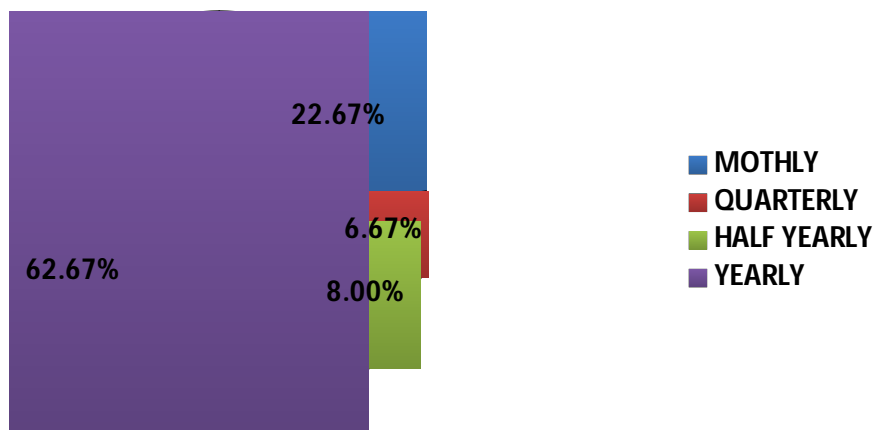
- **Meaning of Performance Appraisal by Doctor's perception**



**Interpretation:**

In the opinion of 24% of Doctor's performance appraisal means understand actual work to be performed and giving maximum dedication towards work. In the second opinion doctors have told performance appraisal means result oriented work.

- **Duration for conducting Performance Appraisal as per Doctor's perception**

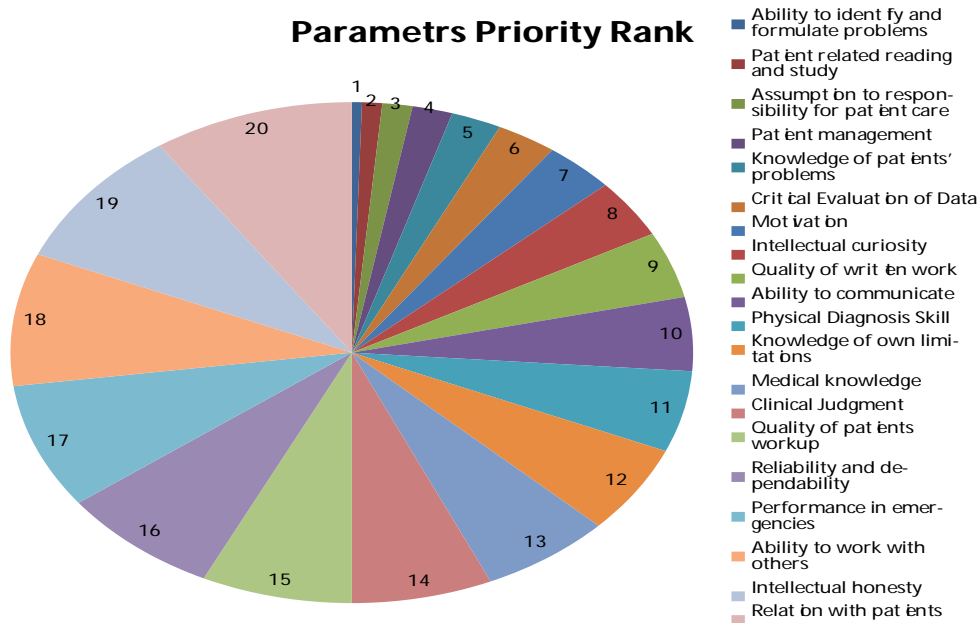


**Interpretation:**

In the opinion of 62% of Doctors their Performance Appraisal should be conducted on yearly basis whereas 7% of doctors are in the favor of quarterly and monthly basis.

- **Parameters that should be considered on priority basis for Doctors Appraisal as per their opinion.**

**Params Priority Rank**



**Interpretation:**

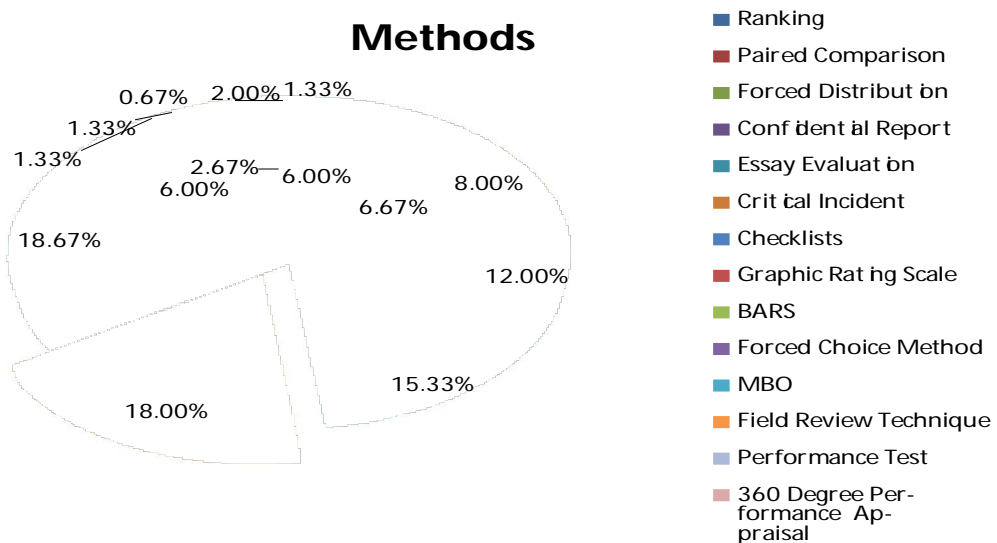
In Doctor's perspective following 20 parameters should be considered for their performance Appraisal

Patient related reading and study	Knowledge of own limitations	Assumption to responsibility for patient care	Medical knowledge
Patient management	Clinical Judgment	Knowledge of patients' problems	Quality of patients workup
Critical Evaluation of Data	Reliability and dependability	Motivation	Performance in emergencies
Intellectual curiosity	Ability to work with others	Quality of written work	Intellectual honesty
Ability to communicate	Relation with patients	Physical Diagnosis Skill	Ability to identify and formulate problem

As per Doctor's point of view 1<sup>st</sup> parameter rank 1 should be Ability to identify and formulate problem, 2<sup>nd</sup> parameter rank 2 should be Patient related reading and study and last parameter rank 20 should be given to Relation with Patients.

- Method should be used by your organization to appraise the Doctor's performance.

**Methods**





### **Interpretation:**

Majority of Doctors prefer Checklist and Critical Incidents Method among most suitable method to be used by every organization to appraise the Doctor's performance and least preference has been given to MBO method for analysis their performance.

### **FINDINGS**

➤ **Doctors Demographic Profile** -Majority (60 %) of the doctors falls in age group of 31 to 35. 66% of doctors are male. 78 % of doctors are married.86 % of doctors are having MBBS degree and 38% of doctors are having experience between 6 to 10 years.

➤ **Preference for Method of Performance appraisal** -Maximum preference is given to mainly 2 methods Checklist and Critical Incident out of all 14 methods of performance appraisal by doctor's for their performance appraisal.

➤ **Duration for Doctors Performance Appraisal** -More than 60% of doctors believe and are in favor of considering performance appraisal on yearly basis in hospitals.

➤ **Doctors Appraisal Linked with Salary** -As per doctors opinion their salary should be partially linked with their performance appraisal

➤ **Priority of Parameter for evaluation of Performance** - Out of all 20 parameters for evaluation of Performance appraisal doctors have given 1<sup>st</sup> rank I.e. maximum priority to Ability to identify and formulate problem, 2<sup>nd</sup> priority parameter rank 2 should be Patient related reading and study and last parameter rank 20 should be given to Relation with Patients as per self-perception.

### **CONCLUSION**

Study basically aims to identify different parameter of performance appraisal. It means Doctor's Perception regarding Performance Appraisal from self-Perspectives. It also gave insight knowledge regarding other factors to be considered at the time of doctors' performance appraisal in hospital. Doctor's perception regarding performance appraisal is very important aspect for all the hospitals because it directly relates to doctor's satisfaction and patients satisfaction at large.

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