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Organization Structure and Management Practice Related Factors Causing Heavy Workload: An Empirical Study Among Sanitary Workers

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Abstract

This survey, quantitative and empirical based descriptive research has the objective of analysing perception of sanitary workers working in private multi-speciality hospitals in Tirunelveli city of Tamil Nadu, India towards various organization structure and management practice related factors causing heavy workload. In order to achieve the objective, the study sampled 80 respondents using both convenience and judgement sampling techniques; and from the chosen respondents the primary data were collected using schedule method with the help of questionnaire (translating the questions in respondents' mother language, 'Tamil') along with interview. The secondary data were collected from books, journals and conference proceedings to add appropriate

significance to the study. Percentage method was administered to analyse both demographic characteristics of the study and perception of the respondents towards role and compensation related factors causing heavy workload. The result of the analysis has discovered that all the factors discussed in this study: complex organization structure; not communicating the objectives of the task and its importance towards organization to the sanitary workers; orientation and clear communication about work processes; lack of participation at departmental and organizational level decision making; frequent changes made in the organization and inadequate information about them; inadequate welfare facilities for sanitary workers; autocratic leadership style with lack of motivation; inadequate respect for sanitary workers and huge discrimination; and low and unfair salary system; discrimination in salary and other benefits were strongly agreed by majority of the respondents. The study has given suitable suggestions as to how to rationalize the organization structure and management practice related related factors causing heavy workload.

Keywords: Organization structure, management practice, heavy workload, sanitary worker, multi-speciality hospital, Tirunelveli city.

