
A STUDY ON TOTAL QUALITY MANAGEMENT IN HEALTHCARE OF SPORTSPERSONS OF SIRSA AND FATHEHABAD DISTRICT

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Abstract

Quality Management for health care delivery provides a model to organize, communicate, monitor and consistently improve all health care delivery in all aspects. It also propounds an organized system of higher quality in health care can lead to lower the costs of health care. Total quality management in healthcare of sports persons is referred to the facilities provided to a sports person. The main facilities is regarding the health of a sports person. sports person can achieve its goal if he is healthy not only physically but also mentally. Both health are important for a sportsperson. Health is effected by some factors which not only improve the performance of a sportsperson but also affects his health. Such as nutrition diet, medician, awards, equipments and ground ,psychologist and doctor.

Keyword: Total quality management,sportsperson,awards,health.

Introduction

Total Quality Management refers to management methods used to enhance quality in organizations. It is a comprehensive system approach that works horizontally across an organization by involving all departments, employees and extending backward & forward. Total Quality Management is only one of many acronyms used to label management systems that focus on quality. TQM provides a framework for the implementation of effective quality and productivity initiatives that can enhance the profitability and competitiveness of the organizations.

It is an approach that seeks to improve quality and performance which will meet or exceed customer expectations. This can be achieved by integrating all quality-related functions and processes throughout the company. Overall quality measures are used by a company by managing quality, design and development. TQM takes into account all quality measures taken at all levels and involving all company employees. [Walton, 1990]

Research Design

A detailed outline of how an investigation was take place. A research design was typically include how data is to be collected, what instruments employed, how the instruments used and the intended means for analyzing data collected. Research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. In fact research design is a conceptual structure within which research is conducted; it constitutes the blue print for the collection, measurement and analysis of data. Through research design one can make the research as efficient as possible yielding maximal information with minimal expenditure of efforts, time and money.

MATERIALS AND METHODS

SUBJECTS

25 Players taken from one sports department of SIRSA district and 25 players taken from one institute and the other side from the FATHEBAD district also taken 25 players taken from one sports department and 25 players taken from one institute.

METHODS

The all facilities checked by the questionnaire given by related sports institution and sports department. In facilities involves nutrition diet,medician,award,equipments etc.

Tools of Analysis

The analysis of data made by using various descriptive and inferential statistical tools like Arithmetic Mean, Standard Deviation, and t-test. After completion of the survey, so obtained data sorted out and presented in all possible forms i.e. textual, tabulated and graphical modes followed by its interpretation. In the following tables.

RESULTS

Table 1

“t” test for difference in Yes Total Quality Management in Healthcare of Sports Persons of Sirsa and Fatehabad district.

District	Mean	SD	't' value	Sig.
Sirsa	14.74	3.06	-.773	.443
Fatehabad	15.14	3.11		

**Significant at 0.05 Level.*

The mean value of the Sirsa and Fatehabad district opinion of yes sports person and institutions regarding the TQM of healthcare services is mean 14.74, 15.14 and S.D. 3.06, 3.11 respectively. The obtained 't' value is .773. The obtained significant value of table is .443, which is significant at 0.05 level.

It can be said that there is significant difference in mean value of Sirsa and Fatehabad district opinion of yes sports person and institutions regarding the TQM of healthcare services.

Table 2

“t” test for difference in No Total Quality Management in Healthcare of Sports Persons of Sirsa and Fatehabad district.

District	Mean	SD	't' value	Sig.
Sirsa	10.48	3.25	.079	.938
Fatehabad	10.42	5.06		

**Significant at 0.05 Level.*

The mean value of the Sirsa and Fatehabad district opinion of no sports person and institutions regarding the TQM of healthcare services is mean 10.48, 10.42 and S.D. 3.25, 5.06 respectively. The obtained 't' value is .079. The obtained significant value of table is .938, which is significant at 0.05 level.

It can be said that there is significant difference in mean value of Sirsa and Fatehabad district opinion of no sports person and institutions regarding the TQM of healthcare services.

Conclusion

Everyone is responsible for quality, especially senior management; however, they only can provide the leadership system to achieve results. During the study, nothing favourable came for the sportspersons. They are not offered proper nutrition. They are victimized by the corrupt system. They play for the nation in mal-nutritional conditions. Senior management has numerous responsibilities and they must practice the philosophy of Management that should get out of the office by personally interacting with the sportspersons, official staff, suppliers, departments etc. Only by that way, they can learn what is happening with the sportspersons, what they need and how proper delivery system can be improved. Senior managers must be kept abreast of quality improvement in nutrition in sports by reading books and articles, attending seminars, and talking to other TQM leaders. Nutrition, in overt or covert manner, helps the nation, help both sportsperson and the nation. Therefore, this issue should be considered a vital issue. Such issues shouldn't be left on stake. Proper transparent delivery should be implemented, so that the anomalies and embezzlements, observed in the study should not happen again.

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References

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