

# A Study on Quality of Women Employees in Medical Transcription

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**Abstract:** 'Tele' means distance. The term 'teleport' means 'distant place of working'. In practice, however, it refers to a specific mode of distant working, whereby employees offer their services, using telemetric, on a site which is geographically separated from the main office. 'Telemetries' refers to a combination of information and technologies which connect the employees with computer network by teleport to the main employing organization. In the language of the emerging information society, teleporting involves working from distant premises on-line. Now a day's communication process is cheap, easy, fast as well as effective. Yet, with the current ratio of 40 per cent or more of services being delivered on-site, most Indian companies have a long way to go to move up the value chain. In promoting home-based work, which allow companies to use certain categories of employees effectively and profitably? The rapid spread of information technology combined with the deregulation and upgrading of telecommunications in virtually all countries has given considerable impetus to outsourcing or delocalization of work. This is happening within and across national boundaries and has been described as teleporting, taking different forms. The development of teleporting represents a convergence between a number of different trends and many of which have major implications for environmental, social and economic policy. How industry, the governments, the policy-makers respond to these changes will seriously impact on the future of the economy, on the employment possibilities as well as the quality of work-life of people especially women employees in the same field.

**Keywords:** Quality, Women, Work life, Employee & Medical Transcription

## 1. Introduction

Teleport gives them a warm welcome and much needed opportunity to be in touch with the world of work. Yet it is difficult to ensure that these women can progress, with adequate access to training and childcare, to a high value added jobs. Even within the service sector, one can deserve a growing polarization in the conditions of employment between new, hi-tech, and traditional service industries. This does not bode well for the social. Hence, in this project, for sustainable development, we have explored the potential of telemetric to offer new opportunities to relatively underprivileged groups. Home-based teleport working, is still not a common phenomenon in almost all the companies like highly skilled architects, lawyers, IT personnel, or top executives opt to work from home, either for a number of days a week, or in the evenings on-line. There is also some evidence of the emergence of 'virtual offices' where the employees come to the office only for meetings, but work primarily from home with a computer, modem and cellular phones. This is a world of relative privilege, in which women employees do have an option.

## 2. Objectives

- To know the Medical Necessity in particular area.
- To know the position of women employees in Medical transcription field.
- To know the demographic details of women employees.
- To the nature of work conditions in teleport networking field.

## 3. Need

- Clearly identified and prioritized Behavioral Health Need/ Challenge areas that can be used to establish Goals
- Symptoms, Behaviors, Skill and Functional Deficits stated as 'baselines' whenever possible in order to develop objectives.
- Client Strengths, Preferences, and Personal/ Life Goals that will be useful in developing service plan Gs and Os and in supporting change.

This study explored the perceptions of a quality of work-life (QWL) survey from the perspective of women employees from medical transcription field. Data were collected through one-on-one interviews at the workplace as well as home based employees through telephonic interview. The interviews were conducted several months.

## 4. Collection of Data

### 4.1 Primary Data

The first hand information on quality of work life of women employees was collected directly from the sample respondents working in medical transcription field at selected companies from Chennai(both office based and home based women employees). The sample for the study was drawn from the women employees of medical transcription field through random sampling method.

#### 4.2 Secondary Data

Secondary data was collected from institutions, the reports of various organizations, research articles in various national, international journals, reports from daily papers and websites.

#### 4.3 Sample size and design

The primary data were collected through interview method. More than 210 women employees working in medical transcription field in Chennai city were interviewed. Around 205 employees provide reply and 190 of which completed questionnaires were found usable. The data were collected based on random sampling method. In first stage the service provider of medical transcription was selected then according to the size of the company it scrutinized. Finally women employees from selected service provider of medical transcription were selected based on random sampling method.

#### 4.4 Questionnaire design:

The questionnaire on quality of work life is divided in to 8 parts.

I –Demographic details with optional questions

II - VII - The factors like job satisfaction, working condition, general well-being, home-work interface, career prospects and compensation and training and development that are used to measure the quality of work life.

VIII - Optional questions to be answered by the employees.

### 5. Political and Legal Issues

- Manage and acquire rights in the digital environment property rights.
- Preventing piracy of copyrighted works.
- extending current copyright regime to include digital works
- identify, certifying and authenticating buyers and sellers
- securing legal status of digital signatures and digital certificates
- Applicable of contract law (rights and responsibilities and liabilities of parties) and dispute resolution mechanisms.
- Fraud and crime, law enforcement in electronic commerce
- Money flow and taxation in electronic commerce
- protecting against breaches of security in computer systems encryption and networks
- preventing crime in the digital environment
- formulating rules on the use of encryption technology
- Privacy and data • protecting against intrusion into individual's private protection information
- controlling use of personal information
- Facilitating trans border data flow Content.
- blocking objectionable materials on the net China, Vietnam, regulation Singapore
- Protecting national interests against undesirable materials.”

- Reconciling conflicting cultural values in information content.”
- Managing technical standards in a networked environment.
- ensuring interconnection and interoperability of computer systems and networks Thailand
- Regulating pricing and service quality of information services.

#### 5.1 Key requirement

- Changes in Level of Understanding of an Identified Need.
- Changes in Competencies, Skills, Information.
- Changes in Behaviors, Functioning, Symptoms, and Conditions (e.g. level of Supports).

#### 5.2 Limitations

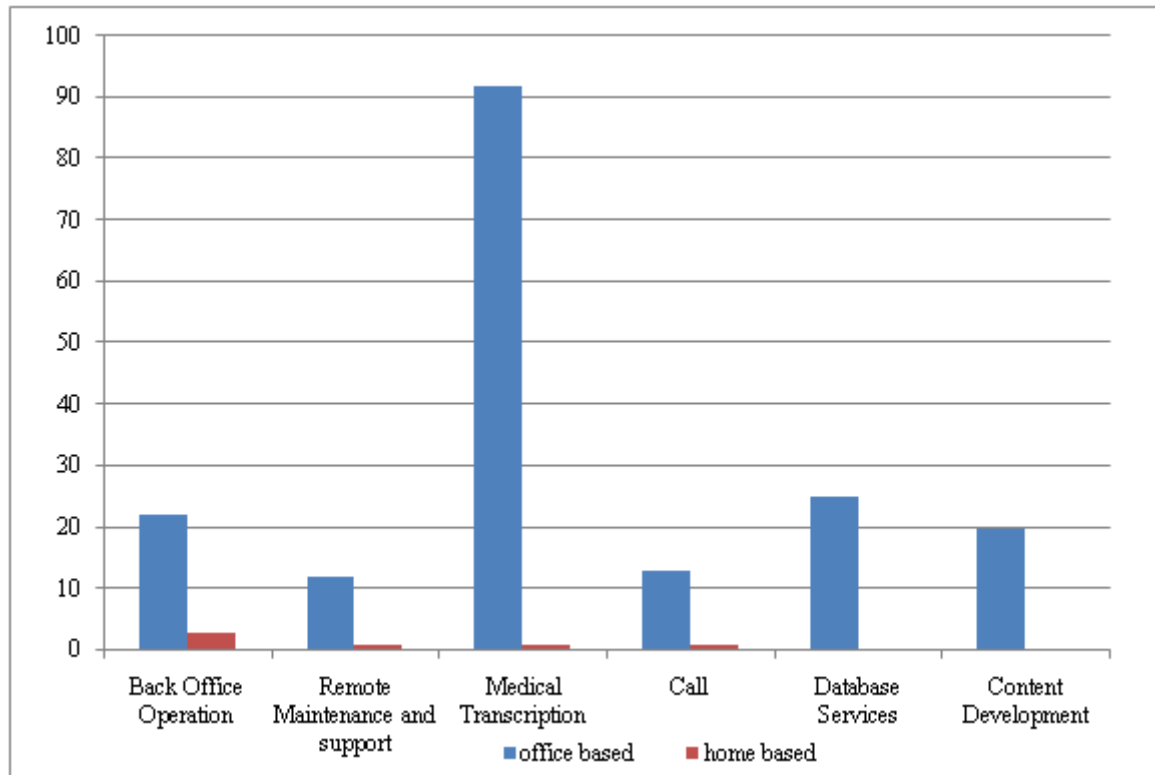
- Find difficult to collect data from working mothers; media reporters or salespeople; employees who have to work unsocial hours.
- This report is not applicable to all situations and all companies.

#### Demographic Details

Age	No of Employees	Percentage of Employees	Total
20-25	114	60%	190
25-30	33	17.37%	
30-35	20	10.53%	
35 and above	23	12.10%	
Income Level			
10-15K	40	21.05%	190
15-20K	25	13.16%	
20-25K	85	44.74%	
25 and above	40	21.05%	
Married Condition			
Married	80	42.10%	190
Unmarried	110	57.90%	
Family Condition			
Nuclear	70	36.84%	190
Joint Family	120	63.16%	

#### Types of Employees

Nature of Teleporting	Office Based Women Employee	Home Based Women Employee	Total
Back Office Operation	22	3	25
Remote Maintenance and support	12	1	13
Medical Transcription	92	1	93
Call	13	1	14
Database Services	25	-	25
Content Development	20	-	20



Marital status is not influencing the teleworking business of women

#### Observed Frequency - Hypothesis by Using Chi-Square Test

Teleworking/Marital Status	Married	Unmarried	Total
Back Office Operation	12	13	25
Remote Maintenance	04	09	13
Medical Transcription	30	63	93
Call Centre	06	08	14
Data Base Service	14	11	25
Contempt Development	14	06	20
Total	80	110	190

#### 6. Chi Square Table

O	E	(O-E) <sup>2</sup>	((O-E) <sup>2</sup> /E)
12	11	1	0.091
13	14	1	0.071
04	5	1	0.200
09	8	1	0.125
30	39	81	2.077
63	54	81	1.500
06	06	0	0.000
08	08	0	0.000
14	11	9	0.818
11	14	9	0.643
14	8	36	4.500
06	12	36	3.000
Total			13.025

$$d.f = (C-1)(R-1)$$

$$=(2-1)(6-1) = 1 * 5 = 5$$

For 5 d.f at 5% level of significance 11.070

Since the table value is less than the calculated value. So, the hypothesis is rejected.

Hence, it is calculated that, marital status are highly influencing the teleworking business of women. Ho + Family

condition is not support on company office based and home based in the QWL of the women in the medical Transcription field in the teleworking business.

#### 7. Observed Frequency

Family Support	Office Based	Home Based	Total
Support	102	06	108
Not Support	82	0	82
Total	184	6	190
0	E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
102	105	9	0.0857
06	3	9	3.0000
82	79	9	0.1139
0	3	9	3.0000
Total			6.1996

$$U = (C-1)(r-1)(2-1)(2-1)=1*1=1$$

For 1 d.f at 5% level of significance 3.841

Since the table value is less than the calculated value. So the hypothesis is rejected.

Hence it is concluded that, family conditions are more supportive on the office based and home based in the QWL of the women in the medical transcription field in teleworking business.

#### 8. Findings

- In the sample, only 1% of women employees were home-based workers, seven out of 1000 were mobile (virtual) workers and 1.5% of women employees were back-office workers. The perception of teleport was not, interestingly, uniform. As per the senior management of companies

interviewed, and it pointed out, the women didn't not always prefer to be a home-based workers.

- This is the city that one would expect to begin to innovate in terms of a telework culture. The prevalence of telework in India, generally, therefore, would be much lower than that in Chennai and in many regions even negligible.
- Organizational innovations, with increased trends in outsourcing and delocalization of work, technological innovations, with enhanced use of computers, web technology and telecommunication links; and changing industrial structure, with a faster rate of growth in new, computer-related sectors, than in the traditional ones.
- Lack of supervision; lack of personal contact; and lack of secrecy of sensitive information will lead to cyber crime complications. The surveys have highlighted in detail the significance of an efficient infrastructure. They have also documented the cultural, psychological attitudes towards home-based telework.

## **9. Discussions and Conclusion**

- The permanent staffs in their 'core' office engage in high value added operations such as data warehousing. The case studies in the software and data entry sector, thus, indicate that home-based telework is feasible, but mainly for tasks that need little monitoring. So recruit women employees in order to 'use the latent pool' of skilled women.
- The major activities that these women undertake are not in the field of software services but in the areas of electronic publishing and back office processing. These activities are less complex and need comparatively little monitoring.
- Mothers with young children and disabled people too, often express their need to go out to work in order to avoid loneliness and alienation. For employers, the question of secrecy and the protection of sensitive data also act as a deterrent to hiring home-based employees.

The concept of 'virtual offices' is where the employees come together for the purpose of meeting. But work primarily from home with a computer, modem and cellular phones is a world of relative privilege, in which employees do have an option. In summary, the project concluded that national and international telework could contribute to sustainable development only when the economic, social and cultural contexts of the people concerned are sensitively taken into account.

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