

From Quality to Care

Quality itself is a relative term that depends entirely on the quality apprehension of a limited group of people. It often implies subtle variations in between two or more quality concerns of people getting involved in delivering or accepting the services and products from the unit under consideration. What we understand as a best quality can be of some limitations to some other group of people. They may point out some of the hidden demerits of the product or services as per their level of understanding.

It would be more advisable to skip out of the standardization of any products of services in terms of any quality parameters. More perpetually one can take care of the entire system on the basis of the level of understanding a person is maintaining. Enhancing the level of knowledge and understanding and implying the same in delivering services will be a cyclic dimension of the Care Management that remain focused upon bringing the best possible services and products from a system implement.

What one can incorporate in the system of the business cycle, and what one can keep aside for making the production and processing cycle a cheapest one is reflecting a state of dilemma for any aspirant. These days incorporation of Information and Communication tool in the business cycle is becoming an obligatory affair. It often speed up the entire process, make the instrumentation process a dynamic one, keep the business cycle at proper pace and allow proper thrust upon the manual involvements. Aspects related to Audit and Accounting, regulating human resources, designing process and instrumentation and publishing business related documents are some of the aspects duly covered up through ICT implements. It can even upgrade the entire business cycle through automation of the productivity chain.

Regarding a misconception of replacement of manual work force by the automation, it can be clarified that the entirely automated business cycle will make it more and more result oriented as well as swift and perfectly designed in terms of operational issues. It can even move the process instrumentation toward adequate success mark. Our apprehension with ICT enabled skills^[1] of workers getting involved in the entire system will keep the system implements duly involved in the business cycle a vibrant one. It can make the entire system of production and processing a competent on and also it will move up to the global standard.

The accomplishable quality enhancement may be for some individual gain or may be for the gain of the entire community. Without interacting with other individual a life process, or problems related to the life process may remain un-attended. It may lead toward a chaos of the demand and

supply mechanism. A doctor, for instance, may remain unexplored without the approach of fellow patients. Similar the case in between communications of students and teachers, advocates and clients, shop keepers and customers etc.

Communication is therefore an essential part of human society through which different entities of a society come closure to each other. It even makes the social functioning appropriate as well as time tested. A farmer can communicate the entity of the immediate requirement for sorting out any problem. Reliance upon mass communication media will ensure a definite progress in time. Communication even bring people together for raising their voice jointly upon any issue. Proper and timely communication even ensure the birth of a vibrant family in the society. Access to information will raise the level of the community consciousness that in turn will increase the levels of the understanding of people.

An efficient economic process ensures the total participation of both people and the implementing agencies for enabling the confluence of the related services and efforts. Involvement of artisans and workers in a system is primarily determined by the level of experience the referred person is maintaining. We know that works of any individual is recognised in a society on the basis of the importance of the work the person associated with. Public recognition of any individual in society indicates the importance of the person in society. Doctors and teachers generally receive higher recognition because of the importance of their services. Services of farmers and artisans are equally important in our society because of their involvement in the productivity. A conscious society can recognize the importance of the members involved in the economy of enterprises. Only conscious members of a family can think about the well beings of a farmer in the society. Such consciousness of people in turn will ensure the social security of the members involved in the economy of enterprises.

A life process in society, therefore, must not be standardised simply in terms of dress and wealth. It may be standardised properly in terms of efforts and knowledge. Efforts and knowledge are the two important wheels of the collective progress of a society. Standard of living of the rural society may be enhanced by ensuring some of the basic facilities like sanitation, housing, medication, and access to education, access of information etc. For enhanced efforts an expanded Knowledge base will play a definitive role in making a society developed and sustained one.

Insecurity Feelings

Another obstacle that often hampers the normal growth of any Artisan is the insecurity feeling related to the growth and development of certain components related to products and

services. Inability of putting forth certain new item in front of the other prevailing ones as an exemplar one often put the effort under question mark. Before placing any item for trial the fellow artisan lose all hope and come to a fixed apprehension for not contemplating upon the effort of making the productivity chain alive. Foremost reason of the sustained insecurity feeling is because of the lack of any financial stability and also lack of any direct regulation upon the market. Marketing professionals usually opt for any item that people become habituated for. They rarely agree upon putting some new item on their tray for a trial. This kind of affinity of the marketing professionals makes the marketing effort a challenging one for artisans.

It can be handled properly by adopting some confidence building measures keeping the artisan in the central focus. Creating Artisan's group, availing community market network, making all products available at public places, availing market support to artisans by any public enterprises are some of the immediate measures which can enhance the level of confidence of fellow artisans up to a certain level.

Selection of any product or service for large scale operation is the subject of looking upon the market for the assessment of the immediate demand of the same. There may be some of the basic questions which can be put forth for such kind of analytical study being conducted by the artisan for the purpose of the product assessment drive.

Some of such questions will be as follows:

1. What type of persons gets the immediate benefit of the newly developed product or service?
2. Are there any other sources involved in the delivery of such type of services?
3. If yes, then are there any demerits remain hidden in their products and services?
4. If some demerits of available products and services are duly pointed out, then is the newly launched product and service come up in the market after resolving such demerits?
5. Is there any comparative study on the cost effectiveness of the product and service under consideration?
6. What is the immediate reference area of the product and service that bring out for the business circulation and make the entire stream operational?
7. What are the challenging aspects of the service line up related to making products and services alive?

Thinking upon all sorts of safeguards related to make the effort of productivity a successful one is the aspect that requires immediate attention of the fellow artisan. Keeping oneself aware of the advent of all sorts of difficulties is the immediate requirement of the success indication.

Overhead Phases

Several issues and concerns may remain unattentive in our way of ascertaining the global trends of peaceful resolutions and conflicts. People maintain different apprehensive thought process for making their associations and immediate concerns justifiable. They even advance their thought process to convince others regarding their stand points of rights and wrongs. It is more conspicuous to nullify the presence of some hidden currents of cross border relations duly inflicted with fulfilment of mutual desires through keeping the immediate surrounding underground. Such associations might bring out some worst implications for other global partners ascribed for moving across the same horizon of progress.

Some of the nation states may claim that they are sincere enough in addressing issues and concerns related to some common good. The first blotting paper placed on the table of World Health Organisations for justifying their stand point in the context of a global pandemic. It was a serious blow and also invented a furrow in the cemented aspirations of the globally responsive character of WHO from United States of America in terms of their exit through the front door of cooperation. We all are moving towards a society having multiplurality characteristics where people rarely intend to ascribe themselves as a member of any specified group of extremist class in general. They may try to evolve a socialization process having multi-plural characters which will give them a wider scope of internalizing views of different segments of society. They may even start cultivating a work culture amidst a multi-plural and multifaceted human society with a constituent base of humanity.

and brotherhood.

They also start imbibing a globally accustomed cultural base for making them fit enough for the future world order of multi-plural character. We can consider the present day turmoil as an evolutionary ascent through which people started recognising their faiths and beliefs in terms of newly implemented social, economic and religious frameworks. We simply witness the success of a community in imbibing the power of making one fit for the forthcoming days of prosperity.

For Specially Enabled Ones

A global pandemic might bring some individuals down the track, it may even make a situation challenging for survivors, a terrific situation may be advanced for warriors and even a situation of conflict might bring inmates at the face to face conflicting calamity. The kind of pandemic having no remedies issues a severe challenge for a nation state to be addressed differently at different war fronts. One such war front is the issues and concerns related to specially enabled persons.

An efficient directives impregnated with a balanced policy framework can ensure the safety of specially enabled persons at work places. It should be adequately addressed alongside the joint consultation of the authorities implementing and monitoring the work place under consideration. It is recommended that an employer who requires a person to undergo any medical, health screening or safety test must bear the costs of the test. . If an employee is frequently absent from work for reasons of illness or injury, the employer may consult the employee to assess if the cause of the illness or injury is a disability that requires accommodation.

If practicable, employers should offer alternative work, reduced work or flexible work placement,

so that employees are not compelled or encouraged to apply for benefits if they could, with reasonable accommodation, continue in employment.

Employers must protect the confidentiality of the information that has been disclosed and must take care to keep records of private information relating to the disability of applicants and employees confidential and separate from general personnel records.

At any cost it is not advisable to reject the need of administering medical aid at the tender age in the circumstances of early diagnosis of the biological limitations of the newly introduced individuals having some special capabilities and some clinical or organizational malfunctions. For example differences between anomalies related to Tuberculosis and Leprosy are more or less having identical implications upon the health of the patients. On certain aspects Tuberculosis is more hazardous than compared of Leprosy. But social implications are more in case of Leprosy than compared to Tuberculosis. It is only because Leprosy marks the visible wounds in the form of deformities of limbs and soft body parts. Deformities inside the lungs because of Tuberculosis is not visible, that is why ex patient of tuberculosis gains an easy accommodation in society and a leper struggles a lot to return back to the native family. Deprivations that a leper has to face in society is a common affair in our country. If anyhow some of the medically certified negative patient of Leprosy gains an accommodation in family, that family will be outnumbered and all the family members suffer because of the incorporation of an ex leper in the family.

The aforesaid fact raises a question on the acceptability of patient in society and exposure of a patient in society for being exploited. Social safeguards are the subjects awaiting acceptability of people for implementing the same in daily life. Some sort of escapism prevalent amongst the associates and family members of the specially enabled person make the situation difficult for both the aspirants and aspirers. What are the ways out are matters of our serious concerns.

Share and Care

Is it true that only parents remain concerned about their ward with some sort of physical or biological limitations? Can we claim that a state adequately encompasses mechanism for safeguarding the aspirations of specially enabled persons having some specialties and some other limitations? Is there any self-sustained directives and guiding principles through which public service executions gain a sustained confluence of its own kind? Some of the wider dimensions of the enlightened policy standards can perpetuate our query towards attaining the refinement of the state policy standards.

The entire job of accommodating people with special capabilities should be shared mutually amongst various active groups of both government as well as voluntary nature. Some of such

initiatives may be of following types:

State should incorporate some of the selected or all of the Enlightened Policy Standards in policy document to be streamlined for the purpose of the state level execution.

Voluntary organisations working in the development sector should design a comprehensive plan document for working out the mechanism of developing a strategy of safeguarding as well as promoting the aspirations of people having special capabilities.

Clinic centers and Health Service Agencies should allocate some of its resources for delivering Social Responsibilities in offering services to people having special capabilities.

Use of appropriate Language is not the only aspect that should be expected from a common citizen, but all such institutions coming in contact with specially enabled people should come across the same lines of principle for designing an ethical stand point of addressing aspirations of people in common. One should not always point out limitations of the individual, but to encourage the being for the purpose of enhancing skills and competence can make a difference. Keeping some seats reserved for persons having special capabilities will make them acceptable in society, then also the effort of such reservation is said to be half done without adequate alteration in the sphere of attitudinal interactions in society. Fundamental human values should be incorporated in the society for making it more vibrant in nature.

Attending the timely need of the people having some limitations may bring some ascribed success of considerable type. They even impart themselves in the regular process of configured activities of special standards. They even make us proud of their stand of imparting themselves in the nation building activities. None of our living creatures are of any useless type. All the living partners of our society are capable enough in defining their role of percolating their service line ups. Value addition to the collective progress of any nation in a standardized process can mechanise the entire system in such a way that all the members of that vibrant society become capable of exploring their service profiles in a considerable way. It can even ensure a hundred percent utilization of the human resources that is usually availed to a nation state.

Absolutely Spiritual

The spiritual aspect of the service mechanism envisages the essence of considering varying differences of individuals as an opportunity of accommodating skilled individuals at various spheres

of activities on the basis of the acquisition of skills and competence. Incorporation of such individualistic differences in society will pave an opportunity of establishing harmony having a prolonged continuity. The job specifications to be allocated to the specially enabled persons can make them more self-reliant and their accommodation in the main stream will become possible. “Serving Humanity means Serving God” is the highest philosophical aspiration that ties up a bond of care and being cared for a balanced social order devoid of hatred, exploitation, oppression and disparities of any kind.

The core principle which often become a driving force of any community is the only vibration that brings spontaneity in the referred community. It can even make the entire community participation more confluent. Success of a community regarding cultivation of a common thought process of collective progress is becoming the character of a multi-plural society, like that of India. What one can expect from any organized community is not a matter of immediate concern for some other distantly located community. Inter-relationship of different community is also developing on the basis of sharing and caring of various resource bases. People to people interaction is also becoming a rapid strand due to adherence of electronic networks. Philosophical convergence of any type should be appreciable in all instances. They should be welcomed by all sections of society with adequate infusion of fundamental human values in regular philosophical practices. Enhancement of people to people dialogue is also of same importance. More profound stand of the vibrant community will be in a way out of solving individual difficulties through addressing issues related to skill enhancement. Socially awakened individuals always contingent to a certain extent for making people aware of their role in exploring the divine power amidst common creatures settled in the immediate surrounding.

Is Violence the only way out?

Human beings are godly creations with some specialties, and also with some limitations. All individuals are not competent equally in all the fields they tend to aspire for. Success in certain fields of activities and failure in some other fields make all individuals job specific. A teacher can handle the subject in which the excellence is duly attained through some formal training. Considering this context a common affair of the restructuring of skills and competence that an individual ascend with we all plan for certain human development activities and try our best to prepare an individual for the type of statehood or nationhood that one should come up with. Ascent of the person from a local life to national and further to international life is the subject of

capabilities and efforts that one put forth for gaining advancement. All individuals are not experts by born. Skills and competence acquired by them during the period of educational interaction and practices make them special. Fact sheet of disabilities make it clear that we are moving with some sort of limitations by all means. Both quality as well as quantity standards of human development efforts are the matters of concern.

There remains some issues and concerns related to development that envisages the need of the refinement of the policy standards to regulate the functioning as well as implementation strategies that required for accommodating the skills and competence possessed by specially enabled person for the collective efforts of national economic progress. How to accommodate such skills and how to move them up through training implements will be the immediate point to be addressed.

Appropriate technologies and selected impairments envisages some of the strategic intervention that makes the human development easier through collaborative efforts of technicians, teachers and other professionals. Leaving any individual in darkness and ignoring the skills and competencies duly housed in that person will be a collective effort assisted with appropriate technologies and assistive standards. Varying impairment standards and their applicability has created a horizon of hope for specially enabled persons through which they can aspire for implementing their enhanced skills and competence for delivering their duties in more appropriate way.

It is the wish factor that often makes a person more active than compared to the level duly estimated while mapping the realms of skills and competence. Competency based curriculum design at the elementary level often points out the strength and limitations of a learner at various levels of interaction under various competencies. Such mapping will enable us to move on towards early specialization of the individual having special capabilities. For example, a person with problem of vision may be a good orator.

Ethical Notions

Not to point out towards the limitations of any individual and to correlate the situation with skills and competence housed in the person will be the highest state of interaction that brings the individual closure to the streams of success. It will even restore the normal functioning of the specially enabled individual aiming towards incorporation of the same entity in the realm of the

state level socio-economic and cultural activities. Segmentation of society on the basis of a converged dimension of working capabilities encompasses chances of the formation of close cultural groups having identical job specifications. Such close quarters often acknowledge the presence of their counterpart. Scholars maintained different views regarding addressing aspirations of individuals having enhanced capabilities in certain fields supplemented with limitations of some other degrees and extent. Question even raised on the necessity of administering medical care if the some physical or physiological malfunctions duly diagnosed at the tender age.

In order to implementing an ideal development environment at work places, certain conditions or impairments may not be considered disabilities. These may include but must not limited to:

sexual behavior disorders of any kind proved to be against public policy; self-imposed body adornments such as tattoos and body piercing etc.;

compulsive gambling, tendency to steal or light fires; disorders that affect a person's mental or physical state if they are caused by current use of illegal drugs or alcohol, unless the affected person is participating in a recognised programme of treatment duly prescribed by any registered medical professionals or clinics having valid registration of offering such treatments;

Normal deviations in height, weight and strength; and Conventional physical and mental characteristics and common personality traits.

Some of the reasonable accommodation can be of the category of best practices having adequate scope of incorporating skilled individuals for dealing with services and equipment of specific type. There is no general framework of any guideline for focusing the need of people aspiring for a suitable accommodation at service stations or work places, but some exemplar mechanism of such efforts can be placed for explaining the situation efficiently. It may vary in accord to the situation of the place and the nature of interaction with which the service line ups are accustomed with. Selected examples of reasonable accommodation may be of following combinations by part or by whole:

Adopting existing facilities to make them accessible by specially enabled persons; adopting existing equipment or acquiring new equipment including computer hardware and software or some other instrumentations for ensuring the smooth functioning of the individuals with certain limitations of any biological type; re-organising work stations public places for ensuring safety; changing training and assessment materials and systems; restructuring jobs so that non-essential functions are re-assigned; adjusting working time and leave calendars; providing readers, sign

language interpreters, and providing specialised supervision, training and support if needed.

There are certain pre requisites and guiding principles that an employer generally receive from the state executives. Some of the general points to be considered in general may be advanced for strengthening the policy parameters specified for safeguarding the specially enabled employees at work places.

When employers recruit they should: identify the inherent requirements and essential functions of the vacant position; describe clearly the necessary skills and capabilities for the job; set reasonable criteria for selection, preferably in writing, for job applicants for vacant positions. The purpose of the selection process is to assess whether or not an applicant is suitably qualified. This may require a two-stage process

if an applicant has a disability:

- (i) Determining whether an applicant is suitably qualified;
- (ii) Determining whether a 'suitably qualified applicant' needs any accommodation to be able to perform the inherent requirements or essential functions of the job. Tests to establish the health of an applicant or employee should be distinguished from tests that assess the ability to perform essential job functions or duties. Health testing should therefore only be carried out after an employer has established that the person is in fact competent to perform the essential job functions or duties and after a job offer has been made. The same applies to medical testing for admission to membership of an employee benefit scheme.

[i] Abilities of working with the help of tools and technologies incorporated with Information and Communication Technologies.

For more detail studies:

<http://www.unevoc.unesco.org/fileadmin/up/emergingtrendsinictforeducationandtraining.pdf>