

JOB ANALYSIS FOR 100 BEDDED HOSPITALS

**Internship Training
at
Comprehensive Healthcare Private Limited**

**By
Kuldeep Gupta**

**Under the guidance of
Col. (Dr.) Ashok Kaushik**

**MBA Hospital & Health Management
2013–15**


**Institute of Health Management Research
Jaipur
2015**

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TO WHOMSOEVER IT MAY CONCERN

This is to certify that Kuldeep Gupta student of MBA Hospital and Health Management from IIHMR University, Jaipur has undergone internship training at Comprehensive Health care Private limited from 1/Feb/2015 to 30/April/2015

The Candidate has successfully carried out the study designated to him during internship training and his approach to the study has been sincere, scientific and analytical.

The Internship is in fulfillment of the course requirements.

I wish him all success in all his future endeavors.

Col (Dr.) Ashok Kaushik

Dean, Academics and Student Affairs

IIHMR, Jaipur

The certificate is awarded to

Kuldeep Gupta

In recognition of having successfully completed her
Internship in the department of

Title JOB ANALYSIS FOR 100
BEDDED HOSPITAL

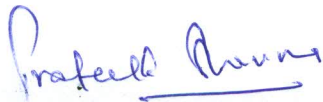
And has successfully completed his Project on

Job analysis for 100 bedded hospital

Date 1/feb/2015 to 30/April/2015

Comprehensive Healthcare Private Limited

He comes across as a committed, sincere & diligent person who has a strong drive & zeal for learning. We wish him/her all the best for future endeavors



**Zonal Head-Human
Training & Development
Resources**

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled Job analysis for 100 bedded hospital and submitted by Kuldeep Gupta Enrollment no. 1455 under the supervision of Col. (Dr.) Ashok Kaushik for award of MBA Hospital and Health Management/ MBA Pharmaceutical Management of the university carried out during the period from Feb/2015 to 30/April/2015

Embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning.


Signature

Acknowledgement

On the first place, I would like to thank almighty god who has given me strength and positive energy throughout my life to excel in whatever I did. I am grateful to my parents who have always been my support in my life and appreciated me at every step of my life. I owe my greatest debts to my family. I thank my parents for life and the strength and determination to live it.

I would like to record my gratitude to Prof.Ashok Kaushik Sir for his supervision, advice, and guidance from the very early stage of this HR project as well as giving me extraordinary experiences throughout the work. Above all and the most needed, he provided me unflinching encouragement and support in various ways. His truly innovation has made him as a constant oasis of ideas and passions in management, which exceptionally inspire and enrich my growth as a student and a manager, want to be. I am indebted to him more than he knows.

I gratefully thank Dr. Prateek Sharma, Director, Comprehensive Healthcare Pvt.Ltd., and Jaipur, India for their approval for my study and constructive comments on this thesis.

I gratefully acknowledge him for his advice, supervision, and crucial contribution, which made him a backbone of this Project and so to this thesis. His involvement with his originality has triggered and nourished/shed my intellectual maturity that I will benefit from, for a long time to come. I am grateful to him in every possible way.

There are many other people without whom I would never have made it to the end of a successful graduate career it is a pleasure to pay tribute also to the Rambabu Agarwal, Ankita ji who helped me at every step while on the audits in the hospitals.

Collective acknowledgement to all the staff of comprehensive Health Care Pvt.Ltd, who helped me with the information and access into each and every departments without which data collection would have not been possible.

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ABSTRACT

The human factor is central to healthcare, yet its proper management has remained beyond the reach of health-care organizations. Human resource management is concerned with the development of both individuals and the organization in which they operate. This qualitative study examines strategic human resource management (HRM) issues in a hospital. The aim of thesis study was to do the job analysis for all clinical and non-clinical services of a 100 bedded hospital. The methodology used for this study was observation of their work and day to day activities during their working hours and prepare checklist, job description specification for a individual employee. Total employees of all departments were covered and prepared job description for one of their designation.

The findings indicate the importance of different staff in a hospital with adequate job responsibility. These findings have been identified during the course of study.

The relationship between human resource management and hospital performance were found to be directly related. It was also noticed that an organization performs adequately when each and every staff is aware of the scope of work in the hospital.

This study encompasses the work profile of each level of staff which can streamline the processes. It was also noticed that after providing the training job description to each staff completes the task efficiently as well as empowers the quality care provided to the patient.

INTRODUCTION

Most of literatures have showed the importance of human resources management on developing the quality of healthcare service and found that the incentives and providing motivation to work and follow the system of bonuses by competencies improve the performance of individuals working in hospitals and can make a significant difference between health organization with good performance and health organization underperforms or below average. Human Resources Management (HRM) is a vital management task in the field of healthcare and other services sectors, where the customer facing challenges because of staff's performance that have the experience and the quality of performance and that human resource management plays an active and vital role in the success of the reform of the health sector. Human resource management is concerned with the development of both individuals and the organization in which they operate. HRM, then, is engaged not only in securing and developing the talents of individual workers, but also in implementing programs that enhance communication and cooperation between those individual workers in order to nurture organizational development. The primary responsibilities associated with human resource management include: job analysis and staffing, organization and utilization of work force, measurement and appraisal of work force performance, implementation of reward systems for employees, professional development of workers, and maintenance of work force. The lack of studies that cover the topic of HRM on the quality of healthcare could affect the development strategy in the healthcare sector of any country, and without proper studies in this field may contribute to weakening the overall performance of hospitals

LITERATURE REVIEW

Hospitals are facing problem these days about recruitment process. This study has been done to improve the process of selection criteria in the hospital. This part of study literature review includes available research relating to the dimensions identified in introduction. The material incorporated in this chapter is taken from different resources. Significant dig outs from research already done related to above mentioned issues are reproduced below:-

Human resource management (HRM) definitions:

Human resource management (HRM) is the management of an organization's workforce, or human resources. It is responsible for the attraction, selection, training, assessment, and rewarding of employees, while also overseeing organizational leadership and culture and ensuring compliance with employment and labor laws.(1)

Naturally, the definition of human resource management would be incomplete without further explaining what the terms of 'human resources' and 'management'. First and foremost, people in work organizations, endowed with a range of abilities, talents and attitudes, influence productivity, quality and profitability. People set overall strategies and goals, design work systems, produce goods and services, monitor quality, allocate financial resources, and market the products and services. Individuals, therefore, become 'human resources' by virtue of the roles they assume in the work organization. Employment roles are defined and described in a manner designed to maximize particular employees' contributions to achieving organizational objectives. Human Resources Management is defined as a system of activities and strategies that focus on successful management of employees and working staff inside the organization to achieve the goals of the organizations HRM emphasizes that employees are critical to achieving sustainable competitive advantage, that human resources practices need to be integrated with the

corporate strategy, and that human resource specialists help organizational controllers to meet both efficiency and equity objectives.

HUMAN RESOURCE MANAGEMENT (HRM) FUNCTIONS

Human Resource Management (HRM) includes all the functional area of management such as

- production management,
- financial management, and
- Marketing management.

That is every manager from top to bottom, working in any department has to perform the personnel functions. HRM functions (also called processes) are carried out by the HR managers to fulfill the goals and objectives of the organization.

They perform two sets of functions, namely managerial functions and operative functions. The managerial functions are the basic functions performed by the HR managers in their capacity as managers or heads of their own departments. In fact, all managers, irrespective of their departments, perform these functions. The operative functions, on the other hand, are specialized activities performed exclusively by the HR managers, usually for all the departments.

The organization should use human resource management input in the following organizational functions:

- i. Establishment of a legal and ethical management system
- ii. Job analysis and job design
- iii. Recruitment and selection
- iv. Healthcare career opportunities
- v. Distribution of employee benefits
- vi. Employee motivation

- vii. Negotiations with organized labor
- viii. Employee terminations
- ix. Determination of emerging and future trends in health care
- x. Strategic planning

McKinnies (2012) concluded that HRM comprises five broad functions, which are:

- i. **Resourcing:** Activities include HR planning, talent management, succession planning and ending the employment contract (including managing retirement and redundancy).
- ii. **Performance:** Managing individual and team performance and the contribution of workers to the achievement of organizational goals, for example, through goal-setting and appraisals.
- iii. **Reward system:** Designing and implementing reward systems covering individual and collective, financial and non-financial rewards, including pay structures, perks and pensions.
- iv. **Learning and Development:** Identifying individual, team and organizational development requirements and designing, implementing and evaluating training and development interventions.
- v. **Employment relations:** Managing employees, communication, handling relations, managing employee welfare and handling employee grievance and discipline.

Human resource management is the application of management principles to management of people in an organization. It is an important part of managing any organization, particularly business organizations. HRM includes various management functions like recruitment, training, development, wage/ salary, administration, industrial disputes, social security and labor welfare, promotions. In recent times, these practices are increasingly being used as a tool for meeting the objectives of the organization, rather than being restricted to the

traditional approach (Negi 2013) Human Resource Management is the process of bringing people and organizations together so that the goals of each are met (Rao 2005). This has emerged as one of the major functions of any enterprise. This means focused human resources planning, recruitment, selection, placement, training, development, performance appraisal, compensation administration, incentives, employee benefits, social security, industrial relations, employee grievances, collective bargaining, personnel records and accounting and many other fields directly or indirectly related to management of human resources (2)

To enable hospitals to deliver good quality, safe healthcare, improving HR management is critical. There is a need for a cadre of competent HR managers who can fully assume these responsibilities and who can continuously improve the status of employees at their organizations. (3)

AIM

Job analysis for 100 bedded hospital to describe the job specification and job description for different posts in a hospital to simplify the process of recruitment so that best practices can be implemented in the hospital.

OBJECTIVES

- To overview the responsibilities and activities of each departmental manpower
- To prepare Job Specification
- To prepare Job Description
- To Implement these both (Job Description and specification) in all clinical and non-clinical department of the hospital

METHODOLOGY:

Research methodology in a way is a written game plan for conducting research. Research methodology has many dimensions. It includes not only the research methods but also considers the logic behind the methods used in the context of the study and complains why only a particular method of technique has been used.

- a) **Study design:** - The research design will be used in this study on both ‘Descriptive’ and ‘exploratory’.
- b) **Study duration:** 01st April to May,2015One month was the duration of study
- c) **Study population:** All the staff of hospital which include clinical and non clinical department.
- d) **Sampling:** Random sampling has been done
- e) **Sample size:** From each department one person was taken.

f) **Data collection:** The data will be collected using both by primary data collection methods as well as secondary sources.

- **PRIMARY DATA:** Most of the information will be gathered through primary sources. The methods that will be used to collect primary data are: Questionnaire and Interview
- **SECONDARY DATA:** secondary data will be collected through: Text Books and Internet (Website Journals)

g) **Data collection tools:** questionnaire (structured and open ended)

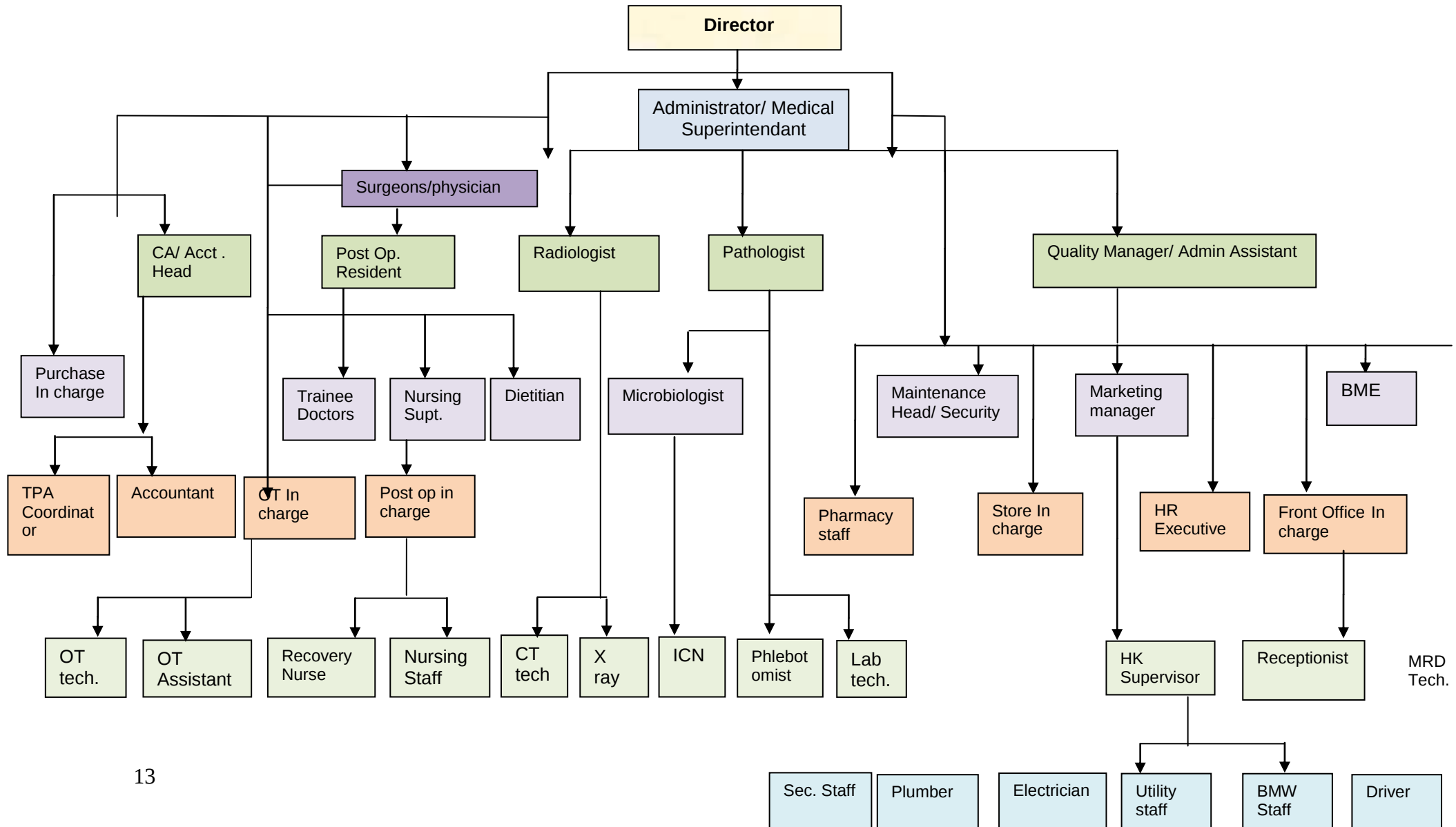
Result:

First, brief information about the Job description and job specification is given, as per questionnaire prepared (see appendix 1). The interview questions were open-ended. The major purpose of this study was to explore Job description and job specification; therefore, only relevant information to the areas we want to cover will be discussed

Discussion:

Keeping in mind the objectives of the study, the surveys were being done and the following recommendations were being drawn:

HOSPITAL – ORGANOGRAM OF A GENERAL 100 BEDDED HOSPITAL.



JOB DESCRIPTION OF TOP MANAGEMENT

1) Designation- **Managing director**

2) Job specification-he /she should have master degree from a reputed university

3) Department- administration

4) Job duties-

- He is the overall head.
- He chairs the board meetings, which provides the policy direction to the organization & sets organizational goals.
- He provides the leadership for business enhancement, customer focus, organization image, organizational growth and sound financial health of the hospital.
- He monitoring and review of various activities, functions and services of the organization.
- He provides the apex level focus for quality of service and customer / patient satisfaction in the organization
- For quality management system, he has issued the quality policy which has been implemented throughout the organization, & necessary objectives, procedures & plans are formed.
- He along with other key functionaries conducts management reviews to evaluate the Quality Management System (QMS) & provide directions for its continual improvement.
- He provides directions for mobilization of financial resources, investment decisions, sound financial policies in various aspects of project financing including appraisals, loan accounting, repayments, default management and internal audit function for achievement of financial targets.

- He ensures all statutory and regulatory compliances on all relevant financial issues.

5) Relationship on the job (coordination) – all departments of hospital and other departments outside of the hospital.

JOB DESCRIPTION OF TOP MANAGEMENT

1) Designation- administrator/medical superintendent

2) Job specification:-

- MBBS,MD/MS,MHA

3) Department- administration

Job duties-

- He/she assists the MD in all technical matters in procurement of providing support to the hospital for efficient operations.
- He/she is responsible for setting technical parameters and monitoring the operation against the set norms.
- He/she is responsible for optimal capacity utilization, quality improvement of services & equipments.
- He/she is responsible overall administrative issue and day to day functioning of the Hospital.
- His/her key functionaries to conduct management review to evaluate the quality assurance and provide directions for its continual improvement.

4) Relationship on the job (coordination) – all departments of hospital and other departments outside of the hospital.

5)

JOB DESCRIPTION OF TOP MANAGEMENT

1. Designation- chief executive officer

2. Job specification-

- He/she should have an experience of 15 to 20 years in health care industry
- He /she should have master degree from a reputed university

3. Department- administration

4. Reporting to- director/ managing director

5. Job duties-

- He is responsible to carry out the strategic plans and policies as established/shed by the management.
- He is overall in charge of employees' grievance and sort out these grievances at their own level.
- He assists to board of directors in all technical matters, monitoring the operations and achieving optimal capacity utilization.
- He assist to board of directors provide his efforts for achievements of Quality initiations and provide directions for improvements.
- He is ex-officio secretary of the board directors meeting.
- He is responsible for conducting and minted of board meetings as per companies act.
- Any other responsibility assigned time to time board of directors.

6. Relationship on the job (coordination) – all departments of hospital and other departments outside of the hospital.

7.

JOB DESCRIPTION OF TOP MANAGEMENT

1. Designation- consultants

2. Job specification-

- MBBS,MD/MS
- Minimum experience 3 to 5 years in the concerned department
- Should have good communication skills

3. Department- causality (accident and emergency)
4. Reporting to- director
5. Job duties-
 - He assesses the patients physically & prescribes medication & advice investigations also.
 - He intimate to the concerned specialist if required.
 - He refers the patient to the concerned ward.
 - He completes the MLC report.
 - He ensures latest documents related to MLC.
6. Relationship on the job (co-ordination)- with all clinical departments
7. Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- senior duty doctor
- 2) Department- causality (accident and emergency)
- 3) Job specification-
 - MBBS with an experience of at least 1 year or MD
- 4) Reporting to- consultant
- 5) Job duties-
 - a. He/ He/she assess the patient according to ABCD under ATLS guidelines.
 - b. He/ He/she treat the patient specifically.
 - c. After the patient is settled, the information of patient is intimate to the consultant.
 - d. He/ He/she inform to OT in charge for preparing OT if required.

- e. He/ He/she complete preliminary information of PMLC record in proper manner.
 - f. He/ He/she inform PMLC to concern authority.
- 6) Relationship on the job (co-ordination)- with all clinical departments
 - 7) Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- matron
- 2) Department- patient care
- 3) Job specification
 - B.Sc. Nursing or GNM with experience of 10 years as a nursing staff in reputed hospital
- 4) Reporting to- M.D.
- 5) Job duties-
 - Receive reports of any patient that is considered “high risk”
 - He/He/she will contact with doctors about their patients status.
 - He/ he/she oversee any patient changes in patients, staff availability emergency care required for a patient among other tasks even starting IV drip.
 - To provide the suitable and active environment for nursing care and high sprit of the nursing staff.
 - To contact between nursing staff and nursing management in different shift and create the spirit of collaboration between them.
 - To provide direction and consultation for nursing staff continuously.
 - To monitor and supervise training and education for new nurses students within the department.

- 6) Relationship on the job (coordination) – all clinical & non clinical departments
- 7) Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- manager operations
- 2) Department- operations
- 3) Job specification-
 - MBA in health care management with 5 year of hospital experience
- 4) Reporting to- M.D/CEO
- 5) Job duties-
 - The patients and family members are explained about proposed care.
 - Patients & family members are explained about the expected cost.
 - Given uniform care to the patients, which reflect laws & regulation of the hospital.
 - Responsible for staff patients & visitors are educated on safety precaution.
 - Responsible for patients comfort & satisfaction
 - Responsible for day to day activities of the Hospital.
 - Responsible for roster of staff
 - Responsible for internal administration
 - Protecting patients & family rights of patients
 - Violation of patients & family rights is recorded reviewed & preventive measure taken
 - Maintain AMC / Insurance of hospital equipments
 - Responsible for internal & external proper sign posting in the Hospital in a local language & which is understood by patients & family.

- 6) Relationship on the job (coordination) – all clinical departments and non clinical departments.
- 7) Working hours- 12 hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- HR manager
- 2) Department- human resource
- 3) Job specification-
 - MBA in HR with 5 year experience preferably in hospital
 - Good communication skills
- 4) Reporting to- M.D/CEO
- 5) Job duties-
 - He is responsible to overall management of human resources.
 - He is responsible to set the HR policy i.e. recruitment, placement, selection, induction etc.
 - He is responsible maintain the personnel file of the employees with their records i.e. Leave, Training, etc.
 - He is responsible to organize periodically capacity building programme for upgrading the skill of employees.
 - He is responsible to manage the manpower according to the requirement of the organization.
 - He is responsible to review & appraise the performance of employees.
- 6) Relationship on the job (coordination) – all clinical departments and non clinical departments.
- 7) Working hours- 12 hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- quality manager
- 2) Department- administration
- 3) Job specification-
 - MBA health care management with 2 to 3 years experience in quality department with good knowledge of NABH
 - Should be a team worker
- 4) Reporting to- director
- 5) Job duties-
 - Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
 - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
 - Using scientific rules and methods to solve problems.
 - Interpret and implement quality assurance standards in hospital to ensure quality care to patients.
 - Review quality assurance standards, study existing hospital policies and procedures, and interview hospital personnel and patients to evaluate effectiveness of quality assurance program.
 - Write quality assurance policies and procedures.
 - Review and evaluate patients' medical records, applying quality assurance criteria.
- 6) Relationship on the job (co-ordination)- with all clinical departments and non clinical departments
- 7) Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- radiologist
- 2) Department- radiology
- 3) Job specification-MBBS,MD (radiologist)with 5 year of experience
- 4) Reporting to- manager operations
- 5) Job duties

- The radiologist will be responsible for the efficient functioning of the department
- Overall Upkeep and maintenance of the equipment within the department will be his/her responsibility.
- Will render reports for all investigations; ensure proper patient care and speedy disposal of patients.
- Reporting CT scan, and radiographs (if required)
- Ultrasound Scan between 9am to 5pm
- All interventional work
- Communication with the clinicians
- The radiologist will be responsible for the efficient functioning of the department
- Overall upkeep and maintenance of the equipment within the department will be his/her responsibility.
- Will render reports for all investigations; ensure proper patient care and speedy disposal of patients.
- Will ensure radiation safety norms are followed
- Will be responsible for ensuring Total Quality Management(TQM) within the department with regular audits of film quality

- Will ensure that all emergency drugs and equipment for treating adverse contrast reactions are maintained in the department
- Will ensure that there is a nurse present during procedures requiring IV contrast study
- The radiologist on call will attend promptly to all calls outside of the normal working hours
- Will maintain high standards of personal clinical performance and foster the maintenance of high standards of radiological diagnosis.
 - The Radiologist will share after-hours duties with other Radiologists in the department to provide a 24hour service, 365 days a year. When on-call the Radiologist will be available immediately by telephone for consultation, and will be able to report to the hospital within 15 minutes of receiving a call.
 - The Radiologist will apply the principles, showing a Positive attitude towards the patients and attendee's.
- Periodically check the radiation detecting devices and maintain the documents
- Perform all special investigation
 - 6) Relationship on the job (coordination) –all clinical department, Public and Patients Care of customer
 - 7) Working hours- eight hours shift wise

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- senior accountant
- 2) Department- accounts
- 3) Job specification-c.a. with 5 year of experience
- 4) Reporting to- managing director
- 5) Job duties-

- Handling bank operation.
 - Disbursement of staff salary.
 - He / He/she will responsible for deduction of TDS, EPF and deposit with treasury within prescribe time limit.
 - He / he/she will maintain the record of debtors and follow up of payment.
 - He / He/she will responsible for making creditors / other liabilities payments.
 - He / He/she will be managing for availability of funds.
 - He / He/she will be responsible of Insurance coverage of assets and AMC of equipments and their renewable.
 - He / He/she will maintain the books accounts as per accounting policy.
 - He / He/she will be finalized the balance he/sheet / profit & loss account and relevant annexure under the guidance of HOD.
 - He / He/she will look after taxation department with consultation of C.A / legal & lawyer.
- 6) Relationship on the job (coordination) – all clinical departments.
- 6) Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- junior accountant
- 2) Department- accounts
- 3) Job specification-B.Com. With 3 to 5 year of experience
- 4) Reporting to- senior accountant/ manager operations
- 5) Job duties-
 - He / He/she will be responsible for collecting to payment from patients/ attender and issues receipt of payment received.

- He / He/she will coordinate with billing department and received full & final payment from patients and issue final receipt and medical file to patients.
 - He / he/she will be responsible for availability of stationary and printing material of different Hospital departments.
 - He / He/she will disburse the salary of class IV employees.
- 6) Relationship on the job (coordination) – all clinical departments.
 - 7) Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- system in charge
- 2) Department- electronic data processing department
- 3) Job specification-B.tech with 3 to 5 year of experience
- 4) Reporting to- manager operations
- 5) Job duties-
 - Work with department's managers to identify analysis & prioritize operational needs & requirements designs, develops.
 - Evaluate & prioritize request for system enhancements & provide time table for completion.
 - Ensure all programming enhancement are completed within establish time frame.
 - Act as a liaison with computer vendors, when requirement by the department.
 - Conduct end user orientation & training for the understanding and operation for database software.
 - Maintain system & network security of the Hospital.
 - Maintain local & remote area network.
 - Generate the report of total deposit & balance amount.
 - Provide the estimated cost of treatment on hard copy to the patients.

- On discharge time prepare the final bill & forward to account's section.
- 6) Relationship on the job (coordination) – all clinical departments.
 - 7) Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- junior duty doctor
- 2) Department- causality (accident and emergency)
- 3) Job specification-MBBS with 2 to 5 year of experience
- 4) Reporting to- senior duty doctor
- 5) Job duties-
 - a. When patient's general condition is poor He/ He/she will inform to consultant for specific treatment of patient.
 - b. He / He/she assist in all the procedures to consultant & senior duty doctor while attending the emergency.
 - c. He/ He/she will hand over patients related documents to the attender after making entry to register & obtaining a proper receipt.
- 6) Relationship on the job (co-ordination)- with all clinical departments
- 7) Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- radiographer
- 2) Department- radiology
- 3) Job specification-
 - Diploma in radiography
 - More than one year of experience
- 4) Reporting to- radiologist/ manager operations

5) Job duties-

- The radiographer is responsible for positioning the patient properly into the beam of the radiation source and adjusting the proper exposure techniques for the optimum film resolution with the least radiation exposure to the patient.
- Will be directly responsible for the placing proper immobilization devices. Safety, upkeep and maintenance of all equipment within the department.
- Responsible for protective shielding on the patient and taking any protective measures for themselves and all other personnel in the radiation area.
- Will calculate the length and time of exposure for the diagnosis and/or treatment of the affected area.
- Will be responsible for administration of drugs and preparation of chemical mixtures for the visualization of radiographic structures.
- To observe the patient for adverse reactions, from chemical mixture.
- Will maintain log books for all equipment with relevant information regularly updated
- Will maintain liaison with support service for prompt attention to machines and ensure that the down time is minimal.
- Will adhere to the defined work flow pattern.
- Will place regular indents for stores, consumables and drugs as well as developer and fixer chemicals.
- To ensure the x-ray room and darkroom is kept tidy and clean.
- Will follow radiation safety norms accurately.
- Will ensure proper disposal of fixers

- To make sure the bed-he/sheets and the patient gown is clean at all the time.
- To check, keep and maintain all the accessories in the room.
- To prepare x-ray envelopes for patients.
- To prepare processing chemicals and to maintain it.
- To maintain the x-ray processors.
- To wash the rollers and processing tank weekly at a suitable time.
- To process x-ray films.
- To maintain film and chemical levels in the darkroom and inform the manager if need to order.
- To dispatch the reported radiograph to the respective area.
- To maintain the department statistic on a daily basis.
- To collect supplies from store and to photocopy departmental documents.
- To assist the radiologist in performing radiology procedures when the need arises.

6) Relationship on the job (coordination) –all clinical departments

7) Working hours- eight hours shift wise

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- O.T. in charge
- 2) Department- operation theater
- 3) Job specification-diploma in O.T. technician or B.Sc nursing,GNM plus 10 year of experience
- 4) Reporting to- managing director/ manager operations/quality manager
- 5) Job duties-

- In charge take the information from nursing station & prepare a list for next day surgery.
- Ensure preoperative checks are made on accepting the patient into the OT and prior to the administration of any anesthetics or surgical procedure.
- Ensuring that surgical policies and procedures are adhered to in relation to operations and correct procedures are followed in the checking of swabs, instruments, needles etc.
- To ensure that correct aseptic techniques are used at all times.
- To administer medicines in accordance with surgery Procedures and as prescribed by the surgeon.
- Correctly follow routine maintenance schedules and sterilization procedures for equipment.
- Administering oxygen when required and perform suction during procedures.
- Administering drugs- oral, sublingual, intravenous, intradermal, subcutaneous and intramuscular.
- To supervise and monitor the instruments stock system and timely ordering of medicines and material in coordination with the medical staff.
- To maintain and keep stock of all equipments and instruments in the operation theatre along with the medical staff.
- O.T. in charge inform to anesthesiologist & concerned surgeon before one day of surgery.
- O.T. in charge responsible for cleaning of OT after each surgery.
- O.T. in charge responsible for maintenance of O.T. (preventive / break down maintenance & services of equipments)

- OT in charge keeps instruments those are used in infected surgery.
 - O.T. in charge receiving the information in the case of emergency & unplanned surgery from A&E department.
 - Responsible for fumigation of OT on daily basis.
 - Responsible for taking sterilized linen and instruments from CSSD.
 - Responsible for the batch & serial no. of implantable prosthesis are record in the patient's medical record & OT records.
 - Responsible for maintain patient confidentiality.
- 6) Relationship on the job (coordination) –all clinical departments
- 7) Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- CSSD in charge
- 2) Department- central sterile and supply department
- 3) Job specification-diploma and CSSD technician or minimum two year of experience
- 4) Reporting to- manager operations/quality manager
- 5) Job duties-
 - Issue sterilized instruments & materials to different departments at 08 Am/pm.
 - Maintain record of indicator used for sterilization.
 - Will store sterilized material in sterilized area of CSSD.
 - In charge will maintain daily record of material collection & issue.
- 6) Relationship on the job (coordination) –all clinical departments
- 7) WORKING HOURS- twelve hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- BMW in charge
- 2) Department- biomedical waste management
- 3) Job specification-trained in hospital bio medical waste management
- 4) Reporting to- quality manager/ manager operation
- 5) Job duties-
 - Orient the concern staff according to biomedical waste handling & management rules.
 - Check the pack material before dispose off.
 - Responsible for renewal of Bhopal Incinerator corporation certificate.
 - Assign duties to staff floor wise.
- 6) Relationship on the job (coordination) –all clinical & non clinical departments
- 7) Working hours- twelve hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- House keeping in charge
- 2) Department- house keeping
- 3) Job specification-
 - no criminal background
 - Should be a nonsmoker
- 4) Reporting to- quality manager/ manager operations
- 5) Job duties-
 - Responsible for cleaning of Hospital.
 - Give the information to front office / admission counter for availability of beds in the Hospital.
 - Check patients care area including administrative area after cleaning.

- Assign the duties of other staff.
 - Provide guidance to supervisor.
 - Responsible for cleaning of diagnostic & patient care areas including OPD.
 - Management of cleaning, employee's uniform & Hospital linen.
 - Responsible for maintenance of all records of Housekeeping.
 - Maintain records for laundering the linen & supplying it at right place in the right quantity at the right time.
 - Responsible for repairing of linen & disposal of discarded linen.
- 6) Relationship on the job (coordination) – all clinical & non clinical departments
- 7) Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- nursing in charge
- 2) Department- patient care
- 3) Job specification-B.Sc/GNM with 5 year of experience
- 4) Reporting to- matron
- 5) Job duties-
 - Perform frequent patient evaluations, including monitoring and tracking vital signs, performing procedures such as IV placement, phlebotomy, and administering medications
 - Monitoring the situation of a patient that is in a critical or a life threatening illness.
 - Reports to the next shift, any changes in patients status, any emergency treatment required due to failing health or death of patients
 - Nursing in charge usually first to notice problems or raise concerns about patient progress.

- Develop the day-to-day nursing care plans both in hospital, and for care after discharge by families and visiting nurses.
 - Perform difficult procedures such as starting intravenous fluids.
 - To follow-up the department daily duties.
 - To maintain the general safety regulations for patients and staff.
 - To assist and direct nursing staff for doctors rounds by preparing files, patients tests, and other requests.
- 6) Relationship on the job (coordination) – all clinical & non clinical departments
- 7) Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- ambulance in charge
- 2) Department- causality
- 3) Job specification-
 - permanent driving license as per motor act
 - Having knowledge of basic BLS and emergency medicines and record keeping
- 4) Reporting to- managing director/ manager operations
- 5) Job duties-
 - Provide first Aid at the site of Trauma.
 - Ensure availability round the clock.
 - Responsible for maintenance of vehicle.
 - Manage proper communication with hospital.
- 6) Relationship on the job (coordination) – all clinical & non clinical departments
- 6) Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- medicaid in charge
- 2) Department- medicaid / insurance
- 3) Job specification-graduate, having working knowledge in TPA.
- 4) Reporting to- manager operations
- 5) Job duties-
 - Produce photocopy of the insurance identity card of patient's.
 - Produce information & documents of concerned insurance company.
 - Fill the medicaid part i.e. estimated expenditure & average length of stay of pre authorization form of Concern Company.
 - Forward pre authorization form to consultant / treating Doctor for clinical part.
 - Forward pre authorization form to patients / attenders.
 - Receive additional information requirement letter from TPA & will do further process according to requirement of TPA.
 - Received the final approval of TPA / Insurance Company & information send to Accounts department.
 - Receive check from TPA / Insurance Company & send to Accounts department.
 - Maintenance of medicaid related records.
- 6) Relationship on the job (coordination) – all clinical departments.
- 7) Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- MRD in charge
- 2) Department- medical record department
- 3) Job specification-diploma MRD technician
- 4) Reporting to- manager operations/ quality manager
- 5) Job duties-

- Check medical records of both active & discharge patients.
 - MLC record kept separately.
 - Monitoring, include availability of contents of medical records.
 - Prepare statistical report of Hospital.
 - Responsible for completion of medical record of patients.
 - Check medical records contents a copy of discharge note dully signed by appropriate qualify consultant / treating doctor.
 - Review of records periodically & timeliness legibility & completeness.
 - Responsible for operative & other procedures performed are incorporated in the patient's record.
 - Responsible for destruction and medical record data & information.
 - Check the deficiency of record.
- 6) Relationship on the job (coordination) – all clinical departments.
- 7) Working hours- eight hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT=

1. Designation- security in charge
2. Department- administration
3. Job specification-
 - graduate with preferable retired army official with maximum age of 45 years
4. Reporting to- manager operations
5. Job duties-
 - overseeing and monitoring the implementation of the security system in hospital.

- Perform a variety of security and safety related functions while involved in the safeguarding of employees, patients, visitors, physicians, and property.
 - Perform a variety of duties to include, but not limited to floor, within the hospital as well as other departments.
 - Respond to all alarm activation's and investigate cause; conduct monthly testing of alarms.
 - Assist in conducting all fire drills within the hospital.
 - Act as Hazmat first responders.
 - Responsible for enforcing all parking regulations and traffic control
 - Responsible for conducting fire drills.
 - Conduct monthly ground surveys and report findings.
6. Working hours- Shift-wise... am topm orPm to pm.

JOB DESCRIPTION OF MIDDLE MANAGEMENT

- 1) Designation- building maintenance in charge
- 2) Department- administration
- 3) Job specification-B.E.mechanical with 1 to 2 year of experience
- 4) Reporting to- manager operation's
- 5) Job duties
 - Responsible for building and ground maintenance of hospital.
 - Responsible for electrical and mechanical maintenance of the hospital building.
 - Will maintain the all medical and other equipments of the hospital
 - Will improve building maintenance plan of hospital and equipments.

- Will responsible for repairing of building and equipments.
- Will responsible for preventive maintenance of equipments.
- Serves as a link between maintenance and hospital management.
- Maintain the record of problems and faults has been arise and rectified.
- Responsible for staff and patient safety.

6) RELATIONSHIP ON THE JOB (COORDINATION) – all hospital premises

7) WORKING HOURS- 12 hours

JOB DESCRIPTION OF MIDDLE MANAGEMENT

1) Designation- public relation officer

2) Department- administration

3) Job specification-graduate with good communication skills

4) Reporting to- manager operation's

5) Job duties

- Responsible for coordination/deal with referral doctors, diagnosis centre or other paramedical personnel.
 - Responsible for legal documentation and renewal of certificates and acts of hospital
 - Responsible for goodwill of the hospital and proper understanding between patients and hospital staff.
 - Responsible for proper communication to the press, and other agencies.
 - He will responsible for restoration of unknown patients
 - Looking after grievances/complaints of the referral Doctors, patients and other agencies.

- He will oversee and evaluate all marketing advertising and promotional activities of the hospital.
 - Responsible for managing and developing relationship to customer and doctors etc
- 6) Relationship on the job (coordination) – non clinical departments and outside of the hospital
- 7) Working hours- 12 hours

JOB DESCRIPTION OF LOWER MANAGEMENT

DESIGNATION- O.T. TECHNICIAN

- 1) Department- operation theater
- 2) Job specification-GNM/ANM
- 3) Reporting to- manager operation/ O.T. in charge
- 4) Job duties-
 - Prepare the O.T. before surgery.
 - Prepare O.T. trolley according to the need of case.
 - Properly arrange document, investigations, & drugs of patient in O.T.
 - In case of unplanned surgery O.T. will be ready within ½ hour whenever message received from OT in charge.
 - Clean O.T. table after each surgery.
 - Check and ensure that anesthesia trolley, ether and anesthesia drugs tray are complete, as regards the items it should have.
 - Help during pre-operative, operative and post-operative stage.
 - Keep I.V. patient drip before patient comes.
 - Assist in putting endo-trachial tube and getting I.V. sets etc.

- Place patient in position; before operation, set operation table, and assigned instruments, lights, and make any changes in these during operation.
 - Give supplies asked for during operation. \
 - Help bring patient out from the influence of anesthesia.
 - Responsible for procurement, handling, storage, distribution, usage & replacement of medical gases.
 - Help in initial dressing and complete dressing after stitch and gauge is placed the surgeon. Furthermore, during these stages, stand by for instructions from superiors and carry them out alertly.
 - Pack anesthesia sets, epidural and spinal sets.
 - Clean up all the endo-trachial tubes, suction tubes etc and get them sterilized.
 - Ensure that everything is in order in the Operation Theatre for carrying out of operations. Inform sister In charge of items requiring repairs/replacements.
 - Perform any other related duty assigned by the in charge.
- 1) Relationship on the job (coordination) –all clinical departments
 - 2) Working hours- twelve hours

JOB DESCRIPTION OF LOWER MANAGEMENT

DESIGNATION- CSSD TECHNICIAN

- 1) Department- central sterile and supply department
- 2) Job specification-diploma in CSSD or one year experience in CSSD.
- 3) Reporting to- manager operation/quality manager
- 4) Job duties-
 - Will label of packaged instruments with the identification of concerned departments.

- Will label indicator in packaged instruments & note down details of indicator in register.
 - Check each machine every day in the morning at 09AM.
 - Prepare autoclave machine for sterilization.
 - Loaded autoclave machine with material.
 - Operate machine according to material & temperature needed for sterilization under the supervision of in charge.
 - After sterilization, will upload the machine.
 - Check proper sterilization according to the indicator parameters.
- 5) Relationship on the job (coordination) –all clinical departments
- 6) Working hours- twelve hours

JOB DESCRIPTION OF LOWER MANAGEMENT

DESIGNATION- BMW SUPERVISOR

- 1) Department- biomedical waste management
- 2) Job specification. Knowledge of bio medical waste management
- 3) Reporting to- BMW in charge/ quality manager
- 4) Job duties-
 - supervise the staff at the time of segregation of Biomedical Waste
 - Supervise & give the guidance to staff for transportation of biomedical waste.
 - Label the packed material with sticker of Hospital & details.
 - Recorded the weight of disposed waste material every day.
 - Maintain the record of disinfected material.
- 5) Relationship on the job (coordination) – all clinical & non clinical departments
- 6) Working hours- twelve hours

JOB DESCRIPTION OF LOWER MANAGEMENT

DESIGNATION- HOUSE KEEPING SUPERVISOR

Department- house keeping

- 1) Job specification-should read and write, can understand the rules and obey the instruction
- 2) Reporting to- house keeping in charge
- 3) Job duties-
 - Supervises assigned floors and ensures all rooms are cleaned.
 - Coordinate with other staff of the department.
 - Supervise transfer the laundering linen at right place in the right quantity at the right time.
 - Creates a good work environment that promotes teamwork, mutual respect, and patient satisfaction
 - Supervises Housekeeping employees to ensure they are alert to all their duties and adhere to Housekeeping policies and procedures of hospital.
 - Maintain records including daily check list.
 - Supervise handling of infection spreads, infected linen in the Hospital.
 - Assign duty of other staff pertaining to cleaning, moping & bed making of patients.
 - Supervise the process of cleaning of the Hospital area.
 - Preparation of vacant room will be done under the supervision of supervisor.
 - Perform all duties as deemed necessary for the success and patient satisfaction.
 - Inspects all patient care area and other departments of hospital, completely and thoroughly for cleanliness.
 - Resolves patients/ attenders and staff complaints in a timely manner.
 - Completes daily work sheets accurately and in a timely manner.

- 4) Relationship on the job (coordination) – all clinical & non clinical departments
- 5) Working hours- eight hour.

JOB DESCRIPTION OF LOWER MANAGEMENT

DESIGNATION- COMPUTER OPERATOR

- 1) Department- electronic data processing department
- 2) Job specification-diploma in computer proficiency.
- 3) Reporting to- system in charge
- 4) Job duties-
 - Collect & update the information of patient's registration & IPD in system.
 - Provide different Certificates i.e. Hospitalization & Emergency certificate to the family & attenders under the guidance of system manager.
 - Provide detailed bill information i.e. total investigation, surgery charges etc. to the patient's family & attenders.
 - Patients shifting process in system.
- 5) Relationship on the job (coordination) – all clinical departments.
- 6) Working hours- eight hours

JOB DESCRIPTION OF LOWER MANAGEMENT

DESIGNATION- MEDICLAIM COMPUTER OPERATOR

- 1) Department- mediclaim/ insurance
- 2) Job specification-should have computer knowledge with experience of TPA
- 3) Reporting to- mediclaim in charge
- 4) Job duties-
 - Fax the pre authorization form with supporting documents to related TPA / concern Insurance Company.

- Prepare final bill of patients under the guidance of med claim in charge & send to TPA /Insurance Company.
 - Collect & update the information of patient's registration & IPD in system.
 - Provide different Certificates i.e. Hospitalization & Emergency certificate to the family & attender under the guidance of system manager.
 - Provide detailed bill information i.e. total investigation, surgery charges etc. to the patient's family & attainers.
- 5) Relationship on the job (coordination) – all clinical departments.
- 6) Working hours- eight hours

JOB DESCRIPTION OF LOWER MANAGEMENT

DESIGNATION- STAFF NURSE

- 1) Department- patient care
- 2) Job specification- B.SC/GNM with 1 to 2 year of experience
- 3) Reporting to- nursing in charge
- 4) Job duties-
 - Take temperatures, pulse, respiration, and blood pressure; and help patients get in and out of bed and walk.
 - Assist in some procedures.
 - Observe patients' physical, mental, and emotional conditions and report any change to the nursing in charge or medical staff.
 - To receive and hand over patients report between shifts.
 - To report important events that happened in the department to the nursing in charge
 - Wash patients wound.

- Prepare injection & make the medicines available during emergency procedures.
 - Prepare gauge piece for dressing.
 - Check availability of emergency medicines & instruments.
- 5) Relationship on the job (coordination) – all clinical & non clinical departments
 - 6) Working hours- eight hours

JOB DESCRIPTION OF LOWER MANAGEMENT

DESIGNATION- RECEPTIONIST

- 1) Department- front office
- 2) Job specification- having good communication skills
- 3) Reporting to- front office in charge
- 4) Job duties-
 - Answering Telephone
 - Scheduling Appointments
 - Registering Patients using Computers
 - OPD Billing Procedures
 - Making IP Files
 - Attending to patient enquiries
 - Operating
 - Co-ordination etc.
- 5) Relationship on the job (coordination) – all clinical & non clinical departments.
- 6) Working hours- Shift-wise...am topm orPm to pm.

JOB DESCRIPTION OF LOWER MANAGEMENT

DESIGNATION- AMBULANCE DRIVER

- 1) Department- emergency
- 2) Job specification-
 - Having driving license under motor act.
 - Having knowledge of basic bls
- 3) Reporting to- manager operations/ head of casualty department
- 4) Job duties-
 - Keep the ambulance ready and check the fuel, water, air every day.
 - Proper fill up the log book.
 - Update the ambulance record i.e. Registration card, Insurance, Driving License.
 - Responsible for proper and periodically servicing of vehicle.
 - Manage the proper coordination with Trauma Team.
 - Responsible for maintenance of Medical equipments under the guidance of Doctor.
- 5) Relationship on the job (coordination) – all clinical departments.
- 6) Working hours- eight hours

JOB DESCRIPTION OF LOWER MANAGEMENT

Designation- House keeping (other staff)

- 1) Department- house keeping
- 2) Job specification-non smoker
- 3) Reporting to- house keeping in charge / supervisor
- 4) Job duties-

- Change linen bed he/sheets of patient's everyday in the morning under the supervision of supervisor.
 - Responsible for cleaning of Hospital premises including patient care area.
 - Responsible for shifting of patient to other wards.
 - Collect dirty linens from different departments & send it to laundry under the supervision of supervisor.
 - Laundry staff will be responsible for sorting, washing, extracting, drying, ironing & folding of linen.
 - Repair the linen & dispose the discarded linen under the supervision of supervisor.
- 5) Relationship on the job (coordination) – all clinical & non clinical departments
- 6) Working hours- eight hours

JOB DESCRIPTION OF LOWER MANAGEMENT

DESIGNATION- BMW STAFF

- 1) Department- biomedical waste management
- 2) Job specification-should have basic knowledge of BMW management
- 3) Reporting to- BMW supervisor
- 4) Job duties-
 - Collect waste material from different areas of Hospital 07 times in a day.
 - Segregate waste material twice in a day which is collected from different departments in color coded bags & container.
 - Packed the waste material in color coded containers or bags.
 - Transfer the packed waste material to the yard of Hospital under the guidance of supervision at 09:30Am every day.
 - Destroy needles & injections by needle cutter.

- Treat needles & injections with disinfected solution.
- 5) Relationship on the job (coordination) – all clinical & non clinical departments
 - 6) Working hours- twelve hours

JOB DESCRIPTION OF LOWER MANAGEMENT

DESIGNATION- CSSD OTHER STAFF

- 1) Department- central sterile and supply department
- 2) Job specification-should have minimum of 6 month experience
- 3) Reporting to- in charge
- 4) Job duties-
 - Collect instruments & material from different departments of Hospital on daily basis.
 - Clean all the instruments under the guidance of technician.
 - Packed instruments in the clean linen.
 - Servicing /Maintenance of equipments will be documented.
 - Water will be changed of autoclave machine in the morning before operating the machine.
 - Waste generated in the department will be disposed off according to BMW management & handling rules.
- 5) Relationship on the job (coordination) –all clinical departments
- 6) Working hours- twelve hours

JOB DESCRIPTION OF LOWER MANAGEMENT

DESIGNATION- O.T. STAFF

- 1) Department- operation theater
- 2) Job specification-ANM
- 3) Reporting to-O.T. in charge
- 4) Job duties-
 - Shift the patient in the OT for surgery.
 - Patient shift to ICU by trained staff.
 - O.T. instruments will be collected by O.T. staff and cleaned equipments after each surgery.
 - Equipments Send to CSSD for sterilization under the supervision of OT in charge.
 - Fumigating O.T. under the guidance of O.T. technician every day in the night.
- 5) Relationship on the job (coordination) –all clinical departments
- 6) Working hours- twelve hours

JOB DESCRIPTION OF LOWER MANAGEMENT

DESIGNATION- UTILITY STAFF

- 1) Department- causality (accident and emergency)
- 2) Job specification-non smoker
- 3) Reporting to- house keeping in charge
- 4) Job duties-
 - He / He/she Shifts the patients from Ambulance to stretcher trolley or wheel chair and bring him / her to Emergency department.
 - Emergency staff keeps the department neat & clean.
- 5) Relationship on the job (coordination) –all clinical departments/diagnostics Services.
- 6) Working hours- eight hour

FINDINGS AND SUGGESTION:

The study entitled- “**JOB ANALYSIS FOR 100 BEDDED HOSPITAL**” was undertaken with main objectives to find out job specification and job description. The study is conducted in a 100 bedded multi specialty hospital at Jaipur. This esteemed institute is well known for its multitude of services. The hospital is equipped withal modern technologies and rendering excellent services

Findings:

- As soon as anybody start planning of opening a hospital the main thing which comes in mind is who will manage the hospital and how appropriate staff will be recruited.
- Some time staffing issues may increase waiting time, sometime during peak hours staff is not available on reception this creates a lot of pain for patients.
- Improper staffing is responsible for huge mismanagement in the hospital and it creates huge loss to the hospital in the area of revenue specially.

Suggestions:

- Job Analysis will be a part of the HR policy.
- Job description will be a part of the Induction/ orientation Training.
- Job description will change when shifted from one department to other , need to be informed and given to employee.
- Human resource management has to properly done in a systemic way.
- Whenever recruiting process is conducted job specification and job description has to clearly mention so that appropriate person comes for the interview. This will make the process clear and simplified.
- Educating a person about his/her duties towards the hospital and department in which he/she is posted

CONCLUSION

- It is essential for hospitals to understand what are all the job description and job specification required during the recruitment process for smoothening of processes in the hospital.
- Through this understanding hospital will be able to have the ability of adopting proper recruitment techniques which can lead to skillful staff in the hospital.
- This thesis contributes to double check in the process of hospital and to reduce the turnaround time in the hospital, which can then help the hospital to progress in terms of revenue, quality, and functionality.

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APPENDIX 1: INTERVIEW QUESTIONS:

1. Employee name
2. Age:
3. Gender: Female /Male
.....
4. Qualification
.....
5. Department name
.....
6. Job Duties
.....

