

Internship Report

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By

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Internship Report

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Abstract

This internship report outlines my experience during a 2 months internship in the People Department at Cloudnine Hospitals. The focus of my internship was divided into two main roles: recruitment and HR operations. In the recruitment role, I was responsible for hiring new employees across various departments, including doctor referral marketing, customer relations, nursing, and maintenance. This involved sourcing candidates, screening resumes, coordinating interviews, and facilitating the selection process. In the HR operations role, I supported various administrative functions, including onboarding, payroll processing, benefits administration, performance management, and ensuring compliance with labor laws and company policies. This report provides a detailed account of the processes, outcomes, and learnings from these experiences, highlighting the skills and knowledge gained during the internship.

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Introduction

Cloudnine Hospitals is a premier healthcare provider in India, specializing in maternal and neonatal care. Founded in 2007, Cloudnine has rapidly expanded its network across major Indian cities, including Bangalore, Chennai, Mumbai, Pune, Gurugram, and Chandigarh. The hospital chain is renowned for its world-class medical facilities, experienced healthcare professionals, and patient-centric approach, which have collectively contributed to its reputation as a leader in the field of maternity and childcare services.

At the core of Cloudnine's mission is the commitment to providing high-quality healthcare that ensures the safety and well-being of mothers and their babies. The hospitals offer a comprehensive range of services, including obstetrics, gynaecology, neonatology, paediatrics, fertility treatments, and intensive care for newborns. Cloudnine's state-of-the-art infrastructure and adherence to international medical standards have set a benchmark for excellence in the healthcare industry.

The People Department, also known as the Human Resources (HR) Department, is a critical component of any organization, dedicated to managing and supporting the workforce. It plays a pivotal role in creating a productive, engaging, and compliant workplace environment. The department's responsibilities span a wide range of functions, including recruitment, onboarding, employee records management, payroll and benefits administration, performance management, and ensuring compliance with labor laws and company policies.

The People Department is integral to the success of any organization. By effectively managing the employee lifecycle—from recruitment to retirement—the department ensures that the organization can attract, retain, and develop top talent. This, in turn, supports the overall strategic goals of the organization, enhances employee satisfaction and engagement, and ensures operational efficiency.

In conclusion, the People Department is the backbone of an organization's human resources management. Its comprehensive functions and strategic importance make it a crucial player in fostering a positive workplace culture, enhancing employee productivity, and ensuring compliance with legal and regulatory standards. Through dedicated efforts in recruitment, onboarding, employee management, and compliance, the People Department supports the organization's mission and contributes significantly to its long-term success.

During my three-month internship at [Company Name], I was assigned to the People Department with a focus on two primary roles: recruitment and HR operations. My goal was to contribute to the department's efforts in hiring new employees and supporting various HR functions to ensure smooth and efficient operations.

Recruitment Role

In the recruitment role, my objective was to fill positions across several departments, including doctor referral marketing, customer relations, nursing, and maintenance. This involved understanding the specific requirements for each role, sourcing and screening candidates, coordinating interviews, and facilitating the selection process. By the end of the internship, I successfully hired 10 new employees, contributing to the organization's talent acquisition goals. I looked after the talent acquisition part of the new upcoming projects like Vikaspuri, Lucknow, Baner with that also handled the Mumbai division recruitments which majorly consist of 3 hospitals- Malad, Vashi, Nerul.

Recruitment across India offers valuable insights into the geographical and behavioral patterns relating to jobs in the healthcare industry. Understanding these patterns is essential for developing effective recruitment strategies and improving workforce planning. Here's how pan-India recruitment helps in this understanding:

1. Geographical Diversity and Workforce Distribution

Recruiting across various regions in India helps organizations understand the geographical distribution of talent in the healthcare industry. Different regions may have varying levels of access to education, healthcare facilities, and job opportunities, influencing the availability and skill levels of healthcare professionals.

- Urban vs. Rural Divide: Urban areas typically have a higher concentration of healthcare professionals due to better educational institutions and job opportunities. Rural areas often face a shortage of qualified healthcare workers, impacting recruitment strategies for those regions.

- Regional Specializations: Certain regions may be known for specific medical specialties or healthcare services. For example, South India is renowned for its advanced medical education and institutions, contributing to a higher availability of specialized doctors and surgeons.

2. Cultural and Behavioral Insights

Recruiting healthcare professionals across India provides insights into cultural and behavioral aspects that influence job preferences and work attitudes. These insights are critical for tailoring recruitment and retention strategies.

- Job Preferences: Understanding regional preferences for job types, working conditions, and compensation can help design attractive job offers. For instance, professionals in metropolitan areas may prioritize career growth and high salaries, while those in smaller towns may value job stability and community impact.
- Work Ethic and Expectations: Cultural factors influence work ethics and expectations. For example, healthcare workers in certain regions may have different attitudes towards work-life balance, hierarchical structures, and patient care approaches.

3. Educational Background and Skill Levels

- Pan-India recruitment highlights the disparities in educational backgrounds and skill levels among healthcare professionals from different regions.
- Educational Institutions: The presence of reputed medical colleges and training centers in certain regions leads to a higher concentration of skilled healthcare professionals. Regions with fewer educational resources may require additional training and development programs to bridge skill gaps.
- Continuous Professional Development: Understanding regional variations in access to continuous professional development opportunities helps organizations plan training programs to enhance skills and knowledge across the workforce.

4. Healthcare Infrastructure and Employment Opportunities

Recruitment data from various regions reveal the state of healthcare infrastructure and the availability of employment opportunities, impacting workforce distribution.

- Infrastructure Development: Regions with well-developed healthcare infrastructure attract more professionals due to better facilities and career opportunities. Conversely, regions with underdeveloped infrastructure may struggle to attract and retain talent.

- Government Policies and Incentives: Local government policies, incentives, and healthcare initiatives also play a significant role in influencing recruitment patterns. Understanding these policies helps tailor recruitment strategies to leverage regional incentives and programs.

5. Migration Patterns

Analyzing migration patterns of healthcare professionals within India helps organizations understand regional push and pull factors.

- Internal Migration: Many healthcare professionals migrate from rural to urban areas or from less developed to more developed regions in search of better opportunities.
- Understanding these migration trends assists in planning targeted recruitment and retention strategies.

Key Understanding-

Recruitment across India offers a comprehensive understanding of the geographical and human behavior patterns related to jobs in the healthcare industry. By leveraging these insights, healthcare organizations can develop targeted recruitment strategies, address regional disparities, and ensure a well-distributed and skilled healthcare workforce

across the country. This approach ultimately enhances the quality and accessibility of healthcare services nationwide.

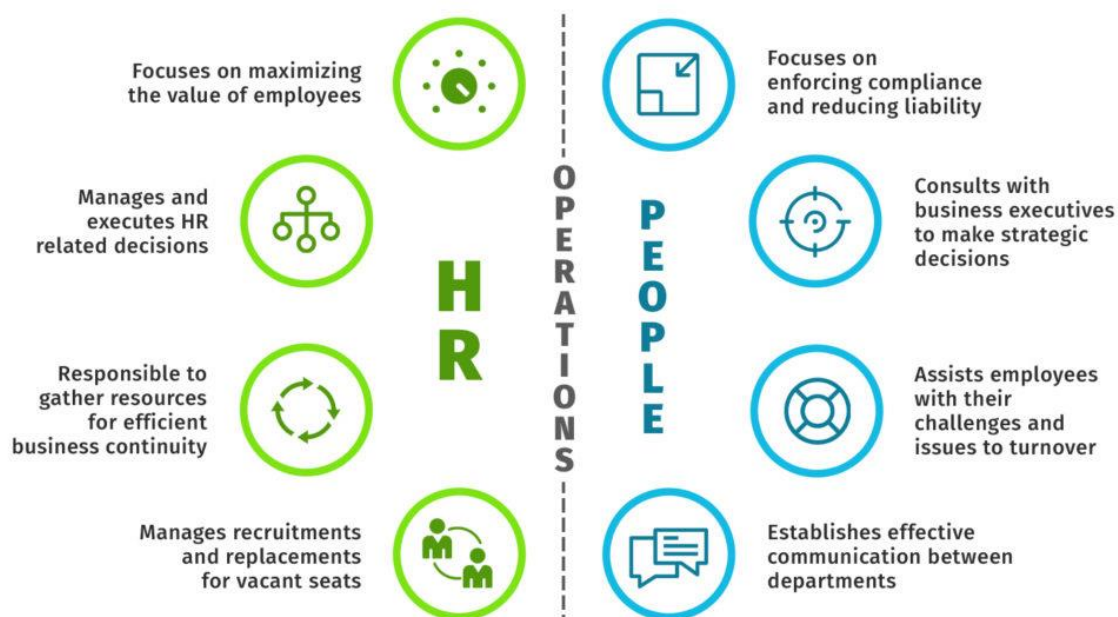
HR Operations Role

In addition to recruitment, I supported the HR operations team in various administrative tasks. This included coordinating onboarding sessions for new hires, maintaining employee

records, processing payroll, administering employee benefits, and assisting with performance management processes. I also ensured compliance with labor laws and company policies, helping to create a smooth and efficient HR operation.

The following sections of this report provide a detailed account of my activities, achievements, and learnings in both recruitment and HR operations roles during my internship.

▲ DIFFERENCE BETWEEN HR OPERATIONS AND PEOPLE OPERATIONS ▼



Objective

The primary objective of my role in the HR department was to support HR operations, ensuring smooth HR processes and efficient management of the employee lifecycle. This report details the various responsibilities I undertook, including onboarding, employee records management, payroll and benefits administration, performance management, and HR compliance.

Responsibilities-

Onboarding

- Coordinated Onboarding Sessions
- Organized comprehensive onboarding sessions for new hires, ensuring they were well-integrated into the company.

- Scheduled orientation programs and training sessions, helping new employees understand company culture and their specific roles.

Preparation and Distribution of Onboarding Materials

- Prepared onboarding materials such as employee handbooks, policy documents, and role-specific information packets.
- Ensured that all necessary paperwork, including employment contracts and benefits enrollment forms, was completed and filed correctly.

Ensuring Completion of Necessary Paperwork

- Facilitated the completion of all required onboarding documents to ensure legal and company compliance.
- Assisted new hires with their initial setup, including access to systems, workstations, and required tools.

Employee Records Management

-Maintenance of Accurate and Up-to-Date Records

- Regularly updated employee information to reflect changes such as promotions, transfers, and personal information updates.

Management of Confidential Information

- Managed confidential employee information with the highest level of integrity and adherence to data protection regulations.
- Ensured that all records were securely stored and only accessible to authorized personnel.

Payroll and Benefits Administration

- Assisting in Payroll Administration
- Addressed any payroll-related queries from employees and resolved discrepancies promptly.

Supporting Benefits Enrollment Process

- Facilitated the benefits enrollment process, ensuring employees understood their options and completed necessary forms.
- Handled employee queries regarding benefits and provided support in resolving any issues related to benefits administration.

Performance Management

Coordinating Performance Appraisal Processes

- Organized and scheduled performance appraisal meetings between employees and their managers.
- Collected and documented performance feedback, ensuring a fair and transparent appraisal process.

Tracking Employee Performance Metrics

- Assisted in tracking and analyzing employee performance metrics to identify trends and areas for improvement.

HR Compliance

Ensuring Compliance with Labor Laws and Company Policies

- Monitored and ensured compliance with labor laws, company policies, and regulations.
- Regularly reviewed and updated HR policies to reflect changes in legislation and best practices.

Assisting in Conducting HR Audits

- Assisted in conducting internal HR audits to identify and address discrepancies or areas of non-compliance.

- Implemented corrective actions based on audit findings to ensure ongoing compliance and improvement of HR processes.

Key Understanding-

Throughout my tenure in the HR department, my focus on supporting HR operations was integral to maintaining smooth and efficient processes across the employee lifecycle. By effectively managing onboarding, employee records, payroll and benefits administration, performance management, and compliance, I contributed to the overall effectiveness of the HR department, ensuring that the organization operated within legal frameworks and adhered to best practices.

This experience has provided me with a comprehensive understanding of HR operations and the importance of meticulous attention to detail, confidentiality, and adherence to regulations in managing an organization's human resources.

Learning and reflections

Learning

During my three-month internship at Cloudnine Hospitals' People Department, I had the opportunity to delve deeply into both recruitment and HR operations roles. This experience provided me with a holistic understanding of the HR function within a premier healthcare provider. Here are the key learnings from my internship:

Recruitment Role

1. Understanding Diverse Recruitment Needs:

Recruitment at Cloudnine Hospitals required a nuanced approach to meet the needs of various departments such as doctor referral marketing, customer relations, nursing, and maintenance. Each department had unique requirements in terms of skills, experience, and personality traits. For instance, recruiting for nursing positions required a focus on clinical skills and empathy, while roles in customer relations emphasized communication and problem-solving abilities.

2. Geographical and Behavioral Insights:

Recruiting across different Indian cities highlighted significant geographical and cultural differences. For example:

- Urban vs. Rural Recruitment: Urban areas like Mumbai and Bangalore had a higher concentration of healthcare professionals due to better educational facilities and job opportunities, whereas rural areas faced a shortage of qualified healthcare workers.

- Regional Specializations: Certain regions were known for specific medical specialties. South India, with its advanced medical education institutions, had a higher availability of specialized doctors and surgeons.

3. Effective Use of Recruitment Tools:

I gained proficiency in using various recruitment tools and platforms to source and screen candidates. This included job portals, social media, and internal databases. Coordinating interviews and facilitating the selection process honed my organizational and communication skills.

4. Recruitment for New Projects:

Handling the talent acquisition for new projects in locations like Vikaspuri, Lucknow, and Baner, as well as managing recruitments for the Mumbai division (Malad, Vashi, Nerul), gave me insight into project-based recruitment strategies and the importance of aligning recruitment efforts with the organization's expansion plans.

HR Operations Role

1. Onboarding:

- Comprehensive Onboarding Processes: Coordinating onboarding sessions, preparing orientation and training schedules, and ensuring all necessary paperwork was completed helped me understand the importance of a smooth transition for new hires. This process is crucial for employee retention and satisfaction.
- ****Onboarding Materials:**** Preparing and distributing materials such as employee handbooks and policy documents required attention to detail and clear communication to ensure new hires were well-informed about company policies and procedures.

2. Employee Records Management:

- Accuracy and Confidentiality: Maintaining accurate employee records in the HR Information System (HRIS) emphasized the importance of data integrity and confidentiality. Managing sensitive information with care is paramount in HR.
- Regulatory Compliance: Adhering to data protection regulations and ensuring secure storage of records highlighted the critical nature of compliance in HR operations.

3. Payroll and Benefits Administration:

- **Timely and Accurate Payroll Processing:** Assisting in payroll administration taught me the complexities of salary calculations, deductions, and timely disbursement. Ensuring accuracy in payroll is essential to maintain employee trust and satisfaction.

- **Benefits Administration:** Supporting the benefits enrollment process and addressing employee queries provided insight into the importance of clear communication and understanding employee needs in benefits administration.

4. Performance Management:

- **Appraisal Coordination:** Organizing performance appraisal meetings and collecting feedback underscored the role of performance management in employee development and organizational growth.

- **Performance Metrics:** Tracking and analyzing performance metrics helped in identifying trends and areas for improvement, providing valuable data for management decision-making.

5. HR Compliance

- **Labor Laws and Policies:** Ensuring compliance with labor laws and company policies was a significant aspect of my role. This involved monitoring regulatory changes, conducting HR audits, and implementing corrective actions to maintain legal and ethical standards.

- **Policy Updates:** Regularly reviewing and updating HR policies to reflect legislative changes and best practices emphasized the dynamic nature of HR compliance.

Reflections

Reflecting on my internship experience, several key themes and insights emerged that have significantly shaped my understanding of HR functions and their impact on organizational success:

1. Integration of HR Functions:

The integration of recruitment and HR operations is essential for maintaining a seamless employee lifecycle. Effective recruitment strategies must be complemented by robust onboarding, accurate record management, timely payroll processing, and comprehensive

performance management systems. Each function supports and enhances the others, creating a cohesive HR framework.

2. Importance of Compliance and Ethics:

Compliance with labor laws and ethical management of employee information are foundational to HR operations. Ensuring legal compliance and maintaining high ethical standards protect the organization from legal risks and enhance its reputation as a fair and responsible employer.

3. Adaptability and Flexibility:

Working in a dynamic environment like Cloudnine Hospitals, which is expanding rapidly, highlighted the need for adaptability and flexibility in HR practices. Tailoring recruitment strategies to different regions and departments, adapting onboarding processes for new projects, and responding to changing regulatory requirements are crucial for effective HR management.

4. Employee-Centric Approach

A key takeaway from my internship is the importance of an employee-centric approach in HR. Whether it's providing clear onboarding materials, addressing payroll queries promptly, or ensuring a fair performance appraisal process, focusing on the needs and well-being of employees fosters a positive workplace culture and enhances overall productivity.

5. Continuous Learning and Improvement:

The HR field is continually evolving, with new challenges and opportunities emerging regularly. My experience underscored the importance of continuous learning and improvement, whether it's staying updated with the latest compliance requirements, adopting new HR technologies, or refining recruitment and onboarding processes.

Conclusion

My internship at Cloudnine Hospitals' People Department has been an enriching and transformative experience. Through hands-on involvement in both recruitment and HR

operations, I have gained a comprehensive understanding of the integral role HR plays in the success of an organization.

In the recruitment role, I learned the importance of tailoring strategies to meet the specific needs of various departments and regions. This experience highlighted the critical role of understanding geographical and cultural differences in workforce planning. For instance, recruiting for urban areas like Mumbai and Bangalore required different approaches compared to rural regions due to variations in talent availability and job expectations. Handling recruitment for new projects and managing ongoing recruitment for multiple divisions also underscored the importance of project-based strategies aligned with organizational expansion plans.

The HR operations role further solidified my understanding of the end-to-end employee lifecycle. Coordinating onboarding sessions and preparing orientation materials demonstrated the significance of a smooth transition for new hires, which is essential for employee retention and satisfaction. Maintaining accurate employee records and ensuring compliance with data protection regulations emphasized the importance of confidentiality and meticulous attention to detail in HR operations.

In payroll and benefits administration, I learned the complexities of ensuring timely and accurate salary processing and benefits enrollment. Addressing employee queries and resolving issues highlighted the need for clear communication and understanding employee needs. Coordinating performance appraisals and tracking performance metrics provided insights into the critical role of performance management in fostering employee development and organizational growth.

Ensuring compliance with labor laws and company policies was a significant part of my role, involving regular HR audits and policy updates. This experience highlighted the dynamic nature of HR compliance and the necessity of staying updated with regulatory changes.

Overall, my internship provided me with a robust foundation in HR functions, emphasizing the integration of recruitment and HR operations, the importance of compliance and ethics, and the need for adaptability and flexibility in a dynamic environment. An employee-centric approach emerged as a key theme, underscoring the importance of focusing on the needs and well-being of employees to foster a positive workplace culture and enhance overall productivity.

In conclusion, this internship has significantly enhanced my HR competencies and provided me with valuable insights into the strategic and human elements of HR management. The skills and knowledge I have gained will undoubtedly serve as a strong foundation for my future career in human resources, equipping me to contribute effectively to organizational success and employee satisfaction.

Appendices

Appendix A: Recruitment Metrics

- Total Hires: 16
- Departments Covered: Doctor Referral Marketing, Customer Relations, Nursing, Maintenance
- Locations Managed: Vikaspuri, Lucknow, Baner, Mumbai Division (Malad, Vashi, Nerul), Bengaluru.
- Tools Used: Job Portals, Social Media (LinkedIn), Internal Databases

Appendix B: Onboarding Process

- Onboarding Sessions Coordinated: 10
- Materials Prepared: Employee Handbooks, Policy Documents, Role-specific Information Packets
- Orientation Programs- HR Induction: 1

Appendix C: Employee Records Management

- HRIS Entries Updated: Few files for NABH purpose
- Confidential Information Managed: Employee Contracts- doctors and retainers, Personal Details, Performance Records

Appendix D: Payroll and Benefits Administration

- Payroll Cycles Managed: 1
- Employee Queries Addressed: 4

Appendix E: Performance Management

- Performance Appraisals Coordinated: 0
- Feedback Sessions Organized: 2

Appendix F: HR Compliance Activities

- HR Audits Conducted:2

- Grooming audit: 3

- Compliance Checks Performed: Regular Monitoring and Updates Based on Legislative changes in the Labor law for updating minimum wages of employees based on geographic location. The updates are transferred from corporate office to the units pan India.