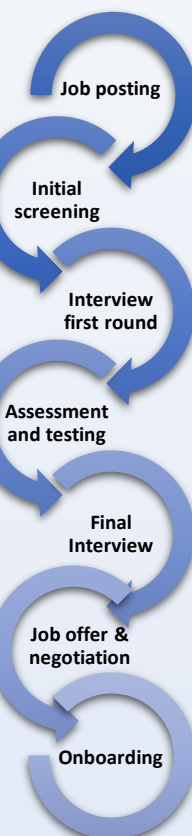


About FORTIS HOSPITAL MANESAR

Fortis Hospital Manesar, Gurugram will be a 350-bed multi-specialty hospital in Sector-5, Manesar. Fortis Healthcare Limited, part of IHH Healthcare Berhad, is a leading provider in India with 28 facilities, 4,500+ beds, and 400+ diagnostic centers in India, UAE, Nepal, and Sri Lanka. Listed on BSE and NSE, Fortis focuses on world-class patient care and ethical medical practice, employing around 23,000 people and offering a full range of healthcare services.

VISION : To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care

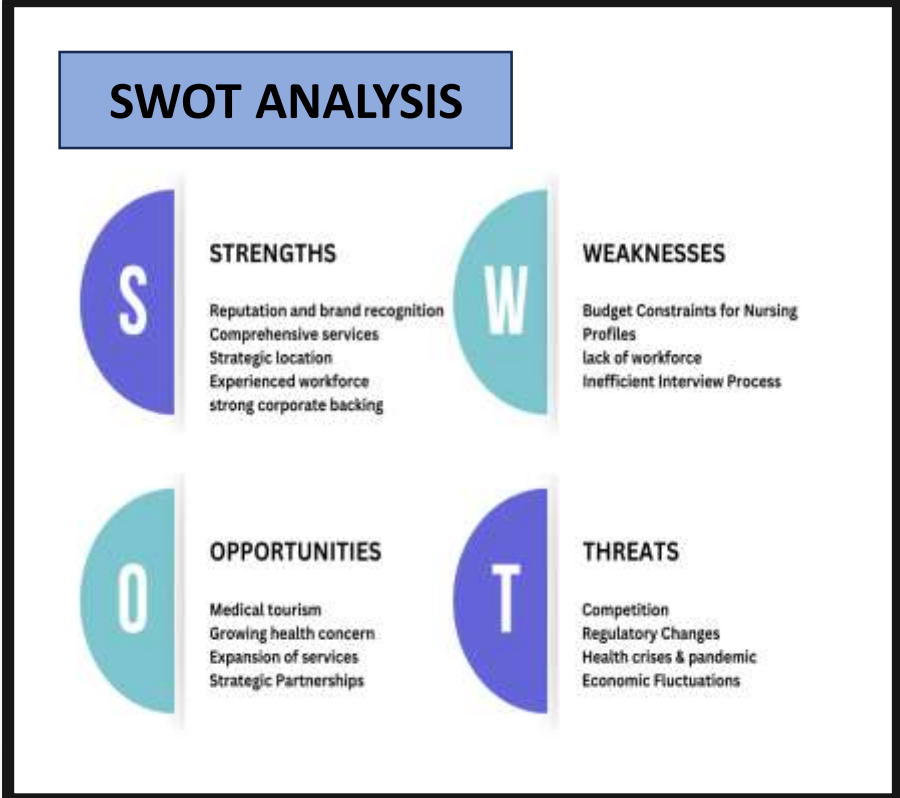
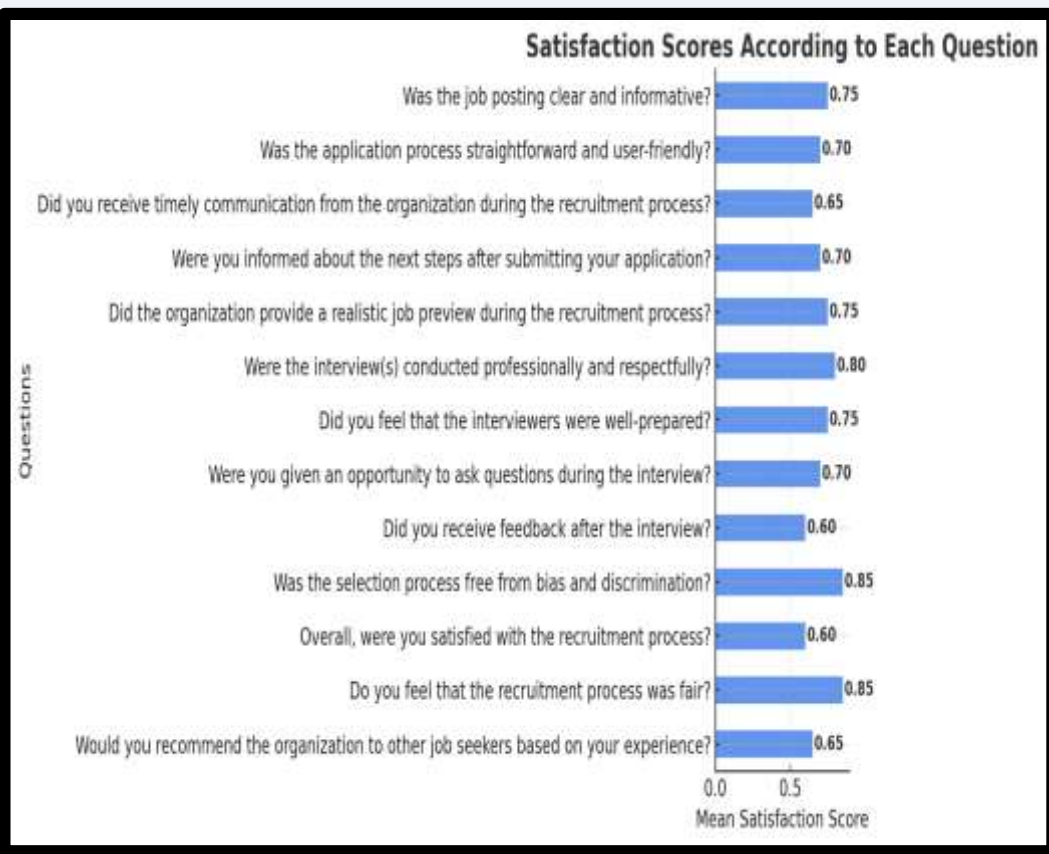
MISSION : To be a globally respected healthcare organisation known for Clinical Excellence and Distinctive patient care.



DESCRIPTION OF THE PROJECT

Candidate experience refers to job seekers' overall perception of an organization's recruitment process, from the initial application to the final hiring decision. In today's competitive job market, a positive candidate experience is crucial for attracting and retaining top talent, enhancing the organization's reputation, and increasing successful hires. Conversely, a negative experience can deter candidates, damage the employer brand, and hinder recruitment efforts.

THEORATICAL LEARNING	PRACTICAL LEARNING
Principles of Recruitment: Studied the foundational principles and best practices of recruitment, including job analysis, sourcing, and selection methods.	Real-world Recruitment: Applied recruitment principles by conducting market analyses, using platforms like Naukri.com, and participating in the interview process.
Training and Development: Learned about various training methodologies, development programs, and the importance of continuous learning.	Onboarding and Training: Managed the onboarding process and collaborated on designing and delivering training programs for new hires.
Compliance and Employee Relations: Gained knowledge on labour laws, compliance requirements (PF, ESI, gratuity), and managing employee relations.	Compliance Management: Handled compliance tasks, ensuring adherence to PF, ESI, and gratuity regulations, and created job descriptions.
HR Technology: Explored the use of HR management systems (HRMS) and other technology tools in managing HR functions.	Utilizing HRMS Platforms: Gained hands-on experience with HRMS platforms like ORACLE, enhancing data management and HR process efficiency.



- OBJECTIVES OF THE PROJECT
- ✓ Assess the overall candidate experience throughout the recruitment process.
 - ✓ Identify strengths and areas for improvement in the recruitment journey.
 - ✓ Gather insights to enhance communication and support for candidates.
 - ✓ Improve the hospital's ability to attract and retain top talent.

- LEARNINGS FROM THE INTERNSHIP
- Gained experience in the end-to-end recruitment process, including job posting, sourcing, screening, and interviewing.
 - Developed skills in salary negotiation, compensation benchmarking, and drafting job offers.
 - Learned to design and coordinate induction programs and onboarding processes for new hires.

- CONCLUSION AND RECOMMENDATIONS
- The survey scores averaged 0.80, reflecting satisfactory results.
 - Areas needing improvement include feedback provision (0.60), communication (0.65), overall satisfaction (0.60), and candidate recommendations (0.65).
 - To address these issues, recommendations:
 - Implement structured training sessions for interviews.
 - Develop clear communication and timeline protocols for feedbacks and provide realistic job previews
 - Monitor and review the recruitment regularly.
 - These measures will enhance candidate experiences, perceptions, and the hospital's reputation.

- CHALLENGES FACED DURING THE INTERNSHIP
- Rejections from the candidates who are currently employed elsewhere or do not want to join.
 - Difficulties in negotiation with different candidates.
 - Difficulties in developing effective communication and collaboration during the recruitment process.

RESEARCH METHODOLOGY

Study type- Descriptive

Research design- Cross-sectional study

Sampling- Convenience sampling, Obtained the data from the candidates coming for interview at Fortis Hospital Manesar, Gurugram for various departments.

Sample size-250,

Data Collection TOOL: A Bi-Lingual structured questionnaire was developed using Google Forms.



- USEFULNESS OF THE INTERNSHIP
- Provided practical HR experience and insights into healthcare recruitment and compliance.
 - Enhanced communication, negotiation, and time management skills.
 - Prepared for future career opportunities in hospital and healthcare management through hands-on experience and skill development.

