

About the Organisation

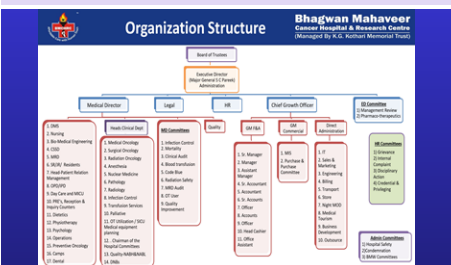
Bhagwan Mahaveer Cancer Hospital and Research Center is a 300-bed super specialty hospital established in the year 1997 as a cancer prevention, treatment, education, and research center.

Mission

To provide “affordable care with a human touch” to all sections of society irrespective of economic considerations.

Vision

To make Bhagwan Mahaveer Cancer Hospital and Research Centre (BMCHRC) a comprehensive world-class cancer treatment facility with cutting-edge technology.



AIM

To assess employees knowledge and compliance with their rights, responsibilities, and organizations codes of conduct in order to promote responsibility, morality, and professionalism in hospital settings.

Objectives

- To assess alignment between employee conduct and the hospital's core values.
- To promote awareness of employees rights and responsibilities.

Methodology

Study Design:

The study adopts a descriptive research design to examine the rights, responsibilities, and code of conduct.

Data Collection Methods:

- Created a survey/questionnaire.
- Primary data was collected through surveys/questionnaires.

Sample Size:

- Sampling Technique:** Convenient sampling
- Sample size:** the sample size is 300 employees, to which only 233 responses were recorded.

Data Analysis



- A strong corporate mission that prioritizes access to affordable healthcare.
- Thorough study design that makes use of questionnaires and surveys.
- Clearly defined goals that match hospital policies with staff expertise.
- well-known organization with a strong track record in cancer treatment.

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- Increased employee involvement as a result of knowing rights and obligations.
- Improved policy in response to survey results.
- Favorable effect on the reputation of the hospital both internally and externally.

- 233 employees out of 300 is a small sample size.
- Possible partiality in survey answers.
- Reliance on arbitrary surveys to gather information.

- Employee resistance towards change.
- Data dependability is impacted by low response rates.
- Satisfaction is impacted by a lack of alignment with industry norms.

Learnings During Internship

- HR operations in hospital setting.
- Hand-on experience on payroll software and processing.
- Employee file audits.
- Statutory compliance in payroll.
- Importance of verified credentials and complete and accurate data.
- HR Analytics and workforce planning.
- Change management during transition phase.

PRACTICAL VS. THEORETICAL KNOWLEDGE

Theoretical Learning

- Information system & Data Analytics
- Human Resource Management & data quality
- Principles of Management & Recruitment Process
- Organizational Behavior and Workplace Ethics

Practical Learning

- Worked on “Shivam software” for payroll updation and data entry.
- Audited 749 files manually.
- Learned about the hiring process through online platforms
- Conducted and designed survey through google forms

Limitations

- Small sample size
- The questionnaire has a limited set of questions focusing only on the rights, responsibilities, and code of conduct.
- Low responses were registered from the doctor's side.
- Confounding factors can be seen.

Suggestions

- The department should adopt ATS to streamline hiring.
- Adoption and implementation of some software which could help in automation for tracking and expiry alerts of credentials
- Adoption of a centralized digital HR dashboard for better data management.
- Digitization of the file auditing process.

Challenges Faced

- Faced difficulty in getting and presenting payroll data due to confidential issues.
- Manual audit of employee files was time time-consuming.
- Verification of incomplete employee records was challenging.
- Manual data entry on “shivam” (newly adopted payroll software) led to repetitive errors.