

SUMMER INTERNSHIP PROGRAM

at

Bhagwan Mahaveer Cancer Hospital and Research Centre, Jaipur

From 17/07/2025 to 29/07/2025

A REPORT BY

Adya Tiwari

Master of Business Administration

Healthcare Analytics

0001

2024-26

under the Mentorship of
Dr. Swapnil Gadhave , Assistant Professor





Bhagwan Mahaveer
Cancer Hospital & Research Centre
(Managed By K. G. Kothari Memorial Trust)

BMCH/HRD/2025/ 2018

29 July 2025

To whomsoever it may concern

This is to certify that Adya Tiwari student of IIHMR University, Jaipur has completed her Internship in Human Resource Department from 17-Jun-2025 to 29-Jul-2025.

She has done her work satisfactorily during her training period.

We wish her all the best for future endeavours.

For **Bhagwan Mahaveer Cancer Hospital & Research Centre**


Daljeet Kaur
Head- HR



IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Adya Tiwari** of academic year 2024-26 of **School of Digital Health** has prepared a poster with respect to his summer internship held during May-July 2025.

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date: 30/07/2025

A handwritten signature in blue ink, appearing to read 'Swapnil Gadhawe'.

Dr. Swapnil Gadhawe

Assistant Professor

PAYROLL COST ANALYSIS AND WORKFORCE OPTIMIZATION IN HEALTHCARE SETTING

ABOUT

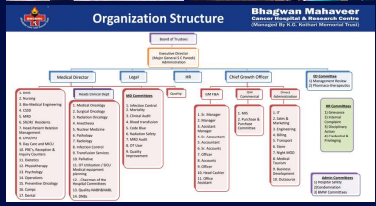
- Bhagwan Mahaveer Cancer Hospital & Research Centre Jaipur (BMCHRC), is a 300-bedded Not-For-Profit super specialty Cancer hospital, established in 1997.
- Managed by K.G. Kothari Memorial Trust.
- NABH & NABL Accredited.

MISSION

To provide "Affordable Care with Human Touch" to all sections of the 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 OF STUDY

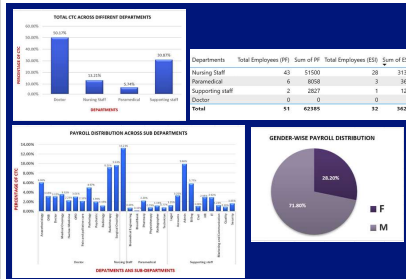
To study the salary structure and payroll practices at BMCHRC hospital to find the insufficiencies, ensure legal compliance and to support better HR and financial decisions through data-driven insights.

OBJECTIVES

- To understand the payroll expenditure and staffing trends.
- Suggest the workforce optimization strategies for improved efficiency and cost-effectiveness without compromising quality of patient care.
- Analysis of the payroll compliance and regulatory adherence.

RESEARCH METHODOLOGY

- Study Design: A descriptive quantitative research is done that focuses on systematically collecting and summarizing the payroll characteristics, trends and patterns within organization.
- Data collection method: Secondary data
- Sample size: 200
- Sampling method: Stratified Random Sampling
- Departments included: Doctors, Nursing staff, Paramedical, Supporting staff.



ANALYSIS RESULT

- Doctors accounts for the highest payroll share (50.17%) of overall CTC, followed by Supporting Staff (30.87%).
- Among sub-departments, surgical oncology and Radiotherapy have the highest salaries.
- PF and ESI generally are applicable to lower-paying staff i.e. nurses and paramedical staff, whereas higher-paid professions like doctors are often excluded.
- Male staff represents the larger share (71.8%).

STRENGTHS

- Data-driven decision making.
- Aid in cost optimization and staffing.
- Assessment of compliance gaps.
- Holistic payroll comparison.

THREATS

- Data privacy concerns.
- Regulatory challenges.
- Staff resistance for optimization initiative.
- External economic factors.

WEAKNESSES

- Limited sample size.
- Need accurate records.
- Manual data handling errors.
- Chances of potential inaccuracies.

OPPORTUNITIES

- Use of HR analytics.
- Implementation of Dashboards.
- Leveraging technologies like AI.
- potential for collaborations.

OPTIMIZATION STRATEGIES

- Regular payroll audits.
- Ensure legal compliance (PF/ESI).
- Performance based salary framework.
- Use of workforce analytics dashboards.
- Forecast the staffing needs to avoid over or under hiring.
- Analyze overtime dependency and reduce it.

LEARNINGS DURING INTERNSHIP

- Various HR operations in a hospital setting.
- Hand-on experience on payroll software and its processing.
- Accurate documentation and record management (Audit of 749 Employee files).
- Statutory compliance in payroll.
- Importance of verified credentials and complete and accurate data.
- HR Analytics and workforce planning.
- Change management during transition phase.

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.

THEORETICAL V/S PRACTICAL KNOWLEDGE

THEORETICAL LEARNINGS

- Gained theoretical knowledge on various concepts. Some key concepts are mentioned here-
- Human Resource Management and HR Analytics.
 - Data Analytics and HR Information system.
 - Data management and Data Quality.
 - Change Management.
 - Regulatory compliance.

PRACTICAL LEARNINGS

- Practical exposure in various HR functions like hiring and recruitment, record keeping, payroll processing.
- Got hands-on experience of payroll software "Shivam".
- File audit and record management.
- Real-world challenges faced during transition phase.
- evaluation of statutory compliance like PF, ESI.

SUGGESTIONS

- Increase use of Data analytics and implementation of Dashboards for better decision making.
- Use of Applicant Tracking System (ATS) to reduce manual Resume sourcing.
- There should be use of centralized HR software to manage and audit employee data record.
- Clear SOPs for data entry processes must be provided.
- Automated reminder system to track expiry dates of documents like RMC.

Reporting Format (Weekly)

Name of the Organisation: Aadesh Foundation

Area/ Department/ Project of Summer Internship Program: Not assigned yet

Name of the Student: Adya Tiwari

Roll no: 0001

Stream: MBA HA

Week no:1 **From:** 12/05/25 to 17/05/25

Activity Done	• We officially joined internship online on May 12th and had our orientation on the same day. For the initial 15 days, we have been assigned with the task of collecting donations and raising funds for the foundation. Asked to raise 20k-25k fund. But no target was set. To achieve the same, we have promoted the initiative on social media and personally reached out to different individuals to encourage them to contribute.
Linking theory (Classroom learning) with practice at your organisation	• Principle of Management- planning, organising and communication while strategizing the assigned task. • Organisational behaviour- Understanding the teamwork and work culture while working remotely.
Gaps identified on the working area.	• One major gap that I have observed during this week was the limited promotion and visibility of the foundation's work. • Additionally, there are issues with the organizational management, also there was lack of motivation and proper guidance from our employees. Daily meetings were not conducted due to which there was lack of clarity and communication gap.
Suggestions for improvement	• There is a need to enhance the social media presence and outreach to improve visibility and involve the wider audience. • Regular meetings should be organised and there is need for active mentor support for to improve

	communication, motivation and overall coordination.
Plan for the next week	• Planning to reach out more potential donors to fulfil the assigned task given by the organisation.

Signature of the Student: Adya Tiwari

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Aadesh Foundation

Area/ Department/ Project of Summer Internship Program: Not assigned yet

Name of the Student: Adya Tiwari

Roll no: 0001

Stream: MBA HA

Week no:2 From: 19/05/25 to 24/05/25

Activity Done	• Reached out to various potential donors for fund raising task that was assigned to us for initial 2 weeks through phone calls, messages and social media platforms. • In addition to it, we tried to reach out various companies involved in CSR activities.
Linking theory (Classroom learning) with practice at your organisation	• Principle of Management • Organisational Behaviour • CSR funding- Aligning the foundation's goals with the social responsibilities of corporate companies.
Gaps identified on the working area.	• Very limited public awareness about the foundation. • There was lack of support from senior management. Whenever we tried to reach out to them there was no proper response. Also, there was no proper guidance by them.
Suggestions for improvement	• The social media presence should be increased. • They should share the Real-life stories of beneficiaries that will encourage the public support and build trust. • Need to improve organisational management.
Plan for the next week	• Planning to reach out to domain specific organizations to ensure mission alignment and increase visibility of organisation.

Signature of the Student: Adya Tiwari

Approved by the IHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Aadesh Foundation

Area/ Department/ Project of Summer Internship Program: Not assigned yet

Name of the Student: Adya Tiwari

Roll no: 0001

Stream: MBA HA

Week no:3 From: 26/05/25 to 31/05/25

Activity Done	• The fund-raising task was extended this week as well. • Reached out to various potential donors. Reached out to various companies indulged in CSR activities.
Linking theory (Classroom learning) with practice at your organisation	• Principle of Management • Organisational behaviour • CSR Funding
Gaps identified on the working area.	• There is a gap in timely communication and task management. After completion of the period that was assigned for the fundraising task, no further updates were given this week, causing confusion, reliability and reduced engagement. • Again, no response by the team when tried to contact.
Suggestions for improvement	There should be clear schedule for task assignments and maintenance of regular communication. This will keep us engaged and motivated that leads to better planning and reduce uncertainty.
Plan for the next week	Waiting for the next task to be assigned.

Signature of the Student: Adya Tiwari

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Aadesh foundation

Area/ Department/ Project of Summer Internship Program: Not assigned yet

Name of the Student: ADYA TIWARI

Roll no: 0001 **Stream:** MBA- HA

Week no: 4 **From:** 2/06/25 to 7/06/25

Activity Done	• reached out the potential donors as the fund-raising task continued. • Created and shared posters on social media to increase the awareness about the organisation and support the given task. • Worked on plan better ways to reach donors and get more support.
Linking theory (Classroom learning) with practice at your organisation	• Principles of Management – For planning and organizing the fundraising task. • Organizational Behaviour – To work well in teams and stay motivated. • Communication Skills – interacting with donors and convincing them effectively. • CRM (Customer Relationship Management) – To build and maintain good relationships with donors.
Gaps identified on the working area.	• There was lack of timely communication from the organization. And no further updates or instructions were given in this week as well. • Poor task management and lack of follow-up were affecting overall productivity.
Suggestions for improvement	• There should clear and structured task schedule that needs to be provided in advance. • Proper communication should be maintained throughout the internship to ensure clarity and consistency. This will help us in better planning and organising. It will also reduce uncertainty,

	boost confidence and will keep us to stay motivated and engaged.
Plan for the next week	• The next task was not clearly explained by the organization. We are waiting for the project that what supposed to be assigned after 15-days fund raising task. No further update is provided by organisation.

Signature of the Student: Adya Tiwari

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Aadesh Foundation

Area/ Department/ Project of Summer Internship Program: Not assigned yet

Name of the Student: ADYA TIWARI

Roll no: 0001 Stream: MBA- HA

Week no:5 From: 9/06/25 to 13/06/25

Activity Done	• Fundraising task was continued this week also. • Tried to connect with potential donors through calls and messages. Also shared posters on different platforms to spread awareness about the foundation and its work.
Linking theory (Classroom learning) with practice at your organisation	• Principles of Management – For planning and organizing the fundraising task. • Organizational Behaviour – To work well in teams and stay motivated. • Communication Skills – interacting with donors and convincing them effectively. • CRM (Customer Relationship Management) – To build and maintain good relationships with donors.
Gaps identified on the working area.	• There was no proper coordination during the task. • Initially no fundraising target was mentioned. Later in this week, it was made compulsory to raise minimum ₹10,000 fund by each intern. • No further updates were provided about the upcoming project. When we tried to reach out the team for help, there was no response from their side.

Suggestions for improvement	• There should be transparency in task expectations, targets and timelines from the beginning. • The team should Respond to the queries timely. • There should clear and structured task schedule that needs to be provided in advance. • Proper communication should be maintained throughout the internship to ensure clarity and consistency. This will help us in better planning and organising. It will also reduce uncertainty, boost confidence and will keep us to stay motivated and engaged.
Plan for the next week	• Fund raising task will be continued and will work on upcoming project.

Signature of the Student: Adya Tiwari

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Bhagwan Mahaveer Cancer Hospital & Research Centre

Area/ Department/ Project of Summer Internship Program: Human Resource

Name of the Student: ADYA TIWARI

Roll no: 0001 Stream: MBA- HA

Week no: 6 From: 17/06/25 to 21/06/25

Activity Done	• Joined internship in the HR department at Bhagwan Mahaveer Cancer Hospital & Research Centre. • I got to learn about the various roles of the HR department in a hospital setting and their working. • Also assisted our senior staff in updating employee information details on 'Shivam' software which has been recently adopted by the hospital to perform payroll functions. Gained hands-on experience with the software and payroll processes.
Linking theory (Classroom learning) with practice at your organisation	• Human Resource Management Theory – Learned about the different hospital HR functions like payroll and employee management. • Information Systems – Used 'Shivam' software. • Data Analytics – Learned how the data is updated, organised and how this data accuracy helps in salary as well as staff planning. • Organizational Behaviour – Learned to work with team and communication.

	• Change Management – Got to experience how staff adapts to new software systems and what are the challenges faced during these real-world problems.
Gaps identified on the working area.	• There is lack of proper training for staff on using the new ‘Shivam’ software. • Due to limited familiarity with the system, there were manual errors during data entry. • There was delay in salary updates caused by slow software adaptation. • No clear SOPs for were provided for the new software processes.
Suggestions for improvement	• Proper training sessions must be provided. • Clear SOPs for data entry processes must be provided and followed. • There should be software support person or IT helpdesk assigned during the transition phase. • Updated data should be checked regularly to avoid errors in salary and employee data. • Need to observe and assist in more specific HR functions for better learning.
Plan for the next week	• After completion of the updating of employee information, I will proceed to update their salary details in the software.

Signature of the Student: Adya Tiwari

Approved by the IIHMR University’s Mentor

Reporting Format (Weekly)

Name of the Organisation: Bhagwan Mahaveer Cancer Hospital & Research Centre

Area/ Department/ Project of Summer Internship Program: Human Resource

Name of the Student: ADYA TIWARI

Roll no: 0001 Stream: MBA- HA

Week no: 7 From: 23/06/25 to 28/06/25

Activity Done	• Assigned and entered salary information for each employee in the 'Shivam' software. • Updated incorrect or missing salary components in the system. • Also worked on auditing employee files in the HR department to ensure that all records were accurate and up to date. We have been assigned the task of auditing 749 employee files in the HR department.
Linking theory (Classroom learning) with practice at your organisation	• Principles of Management – Planning, organizing and performing the assigned tasks. • Organizational Behaviour – Understanding the teamwork and work culture in hospital setting. • Human Resource Management – Understanding employee record management and compliance in hospital setup. • Data Quality – Ensuring completeness and accuracy of records which is important for analytics and decision making (workforce planning). • Learned about KPI/KRAs – Understanding key performance metrics in HR. • Basics of Excel – learned basics of Excel and used for maintaining and organizing employee data.
Gaps identified on the working area.	• During file auditing it was found that some employee records were incomplete. • Mostly performance tracking was done manually or without proper tools.

	• Lack of proper training for staff on using the new 'Shivam' software. • Manual errors during data entry. • Manually auditing each employee file is a very time-consuming and tedious process and it also increases the chances of human errors and reduces the overall efficiency of the department.
Suggestions for improvement	• There should be a checklist to ensure that all employee files are complete and regularly updated. • Use of simple tools like Excel or dashboards can make the tracking of staff performance and KPIs more effectively. Department is Working on it. • There is a need for digital solution and automated tools that can make the process more accurate and faster.
Plan for the next week	• Will continue working on internal audits of employee records and will also assist in calculating and verifying CTC details for hospital staff.

Signature of the Student: Adya Tiwari

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Reporting Format (Weekly)

Name of the Organisation: Bhagwan Mahaveer Cancer Hospital & Research Centre

Area/ Department/ Project of Summer Internship Program: Human Resource

Name of the Student: ADYA TIWARI

Roll no: 0001 Stream: MBA- HA

Week no: 8 From: 30/06/25 to 5/06/25

Activity Done	• The file audit task continued this week as well. Worked on verifying and updating the more employee records. Over focus was on checking for the missing documents and to ensure all files are complete, accurate and UpToDate. • Provided an analysis report of the Nursing Department as requested by our head HR. The analysis report included the staff count, their respective roles, salary details and their documents status that will support internal review, planning and will also help in the ongoing hiring process in the department.
Linking theory (Classroom learning) with practice at your organisation	• Data driven decision making-By using audit data to make analysis report on the nursing department's workforce. This analysis helped the HR team in the ongoing hiring process. • Human Resource Management- Got understanding of how the employee records are managed and maintained in a hospital. • Data Quality-Made sure the employee data is correct, complete and updated. • HR Analytics- It involved evaluating employee data to understand staffing levels, their roles, skills and future requirements of workforce. • Organizational Behaviour • Principles of Management

Gaps identified on the working area.	• Incomplete employee data was found in some employee records during file audit. • Manual data handling increases chances of human error and impacts analysis.
Suggestions for improvement	• There should be use of some HR software to manage and audit employee data record. • Regular audits must be conducted to keep the records UpToDate.
Plan for the next week	• Will continue working on internal audits of employee records.

Signature of the Student: Adya Tiwari

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Bhagwan Mahaveer Cancer Hospital & Research Centre

Area/ Department/ Project of Summer Internship Program: Human Resource

Name of the Student: ADYA TIWARI

Roll no: 0001 Stream: MBA-HA

Week no: 9 From: 7/06/25 to 12/06/25

Activity Done	• Continued with the employee file audits to fulfil the assigned task. • Started working on the project that is “<i>Payroll Cost Analysis and Workforce Optimization in a Healthcare Setting</i>” to analyse salary data and identify workforce efficiency. It helps in the HR decisions like hiring and budgeting. • Collected the credentials of all the doctors and verified that all of them are registered with the Rajasthan Medical Council (RMC) and that their details are up to date as per the assigned task. • As required in my project, I took sample of 200 employees for further analysis and performed data cleaning under guidance of senior staff.
Linking theory (Classroom learning) with practice at your organisation	• Decision making and data analytics- Using data to support the HR reports, salary analysis and better workforce planning. • Healthcare Compliance- Ensuring that doctors are registered with RMC (a regulatory body) • HR Analytics- Analysis of number of staff, turnover and departmental requirements to help hiring and budgeting. • Human Resource Management- Understanding the HR functions in a hospital like record keeping, payroll and recruitment. • Organizational Behaviour • Data management and quality control- Identified and corrected the manual data error,

	underlining the importance of data validation, accuracy and consistency in HR analytics
Gaps identified on the working area.	• Increased chances of human error in manual data entry and verification of records were observed. • During credential checking, some doctor registrations were found to be expired or not updated, indicating gaps in compliance tracking. • Absence of an automated tracking system for checking documents expiry and credential validity causing delays in timely updates.
Suggestions for improvement	• Manual record keeping should be digitalised that will save time and will make audit procedure smoother. • Auto-checking tools like Microsoft Excel with data validation or Google Forms with required fields, can help in reducing mistakes usually made during data entry by alerting users when incorrect or incomplete information is entered. There should be a reminder system to track expiry dates of documents like RMC registrations. For example, color-coded Excel trackers with conditional formatting or Google Calendar alerts can be used. • There should be centralised HR software.
Plan for the next week	• Will continue to work on assigned project and other assigned tasks.

Signature of the Student: Adya Tiwari

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Bhagwan Mahaveer Cancer Hospital & Research Centre

Area/ Department/ Project of Summer Internship Program: Human Resource

Name of the Student: ADYA TIWARI

Roll no: 0001 Stream: MBA-HA

Week no: 10 From: 14/06/25 to 19/06/25

Activity Done	• got to learn other HR process that includes approaching to experienced professionals especially doctors through referrals or social platforms like LinkedIn, Naukri.com etc. Also, hiring and evaluation process to make sure that organisation gets quality talent.
Linking theory (Classroom learning) with practice at your organisation	• Human Resource Management- Got to learn how HR maintains proper documentation and compliance. Also, learned how they bring quality talents in the organization. • Data analysis-working on project with quantitative secondary data for salary analysis, cost to company that eventually helps in hr processes. • Principles of Management.
Gaps identified on the working area.	• mostly resume sourcing is done manually. • limited use of data analytics for HR processes like recruitment and workforce planning. • data inconsistencies and duplications found while data cleaning.
Suggestions for improvement	• there should be use of Applicant Tracking System. • the decisions based on data rather than experience will increase chances of success.

Plan for the next week	• Will continue to work on assigned project and other assigned tasks.
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Signature of the Student: Adya Tiwari

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Bhagwan Mahaveer Cancer Hospital & Research Centre

Area/ Department/ Project of Summer Internship Program: Human Resource

Name of the Student: ADYA TIWARI

Roll no: 0001 Stream: MBA-HA

Week no: 11 From: 21/06/25 to 26/06/25

Activity Done	• completed the file audit task by completing audit of 749 employee files. Submitted the data to our head HR. • worked on the 'Shivam' software. Identified the error in the Shivam salary data that did not match the actual salary sheet data. To reduce the discrepancy we carefully review, compiled and corrected the data and made sure that data aligns with official records and should be accurate.
Linking theory (Classroom learning) with practice at your organisation	• Data management and quality control- Identified and corrected the manual data error, underlining the importance of data validation, accuracy and consistency in HR analytics. • HR Analytics • Operational management
Gaps identified on the working area.	• The discrepancy between the Shivam data and actual data was due to the manual entry of big data. Transition phase take will time to adapt software completely.
Suggestions for improvement	• Structured training sessions should be provided to HR staff for reducing the errors and speed up the adaption of software during transition phase.
Plan for the next week	• Will continue to work on assigned project and other assigned tasks.

Signature of the Student: Adya Tiwari

Approved by the IIHMR University's Mentor

Compiled Reporting Format

Name of the Organisation: Bhagwan Mahaveer Cancer Hospital & Research Centre

Area/ Department/ Project of Summer Internship Program: Human Resource

Name of the Student: ADYA TIWARI

Roll no: 0001 Stream: MBA-HA

Activity Done	Week 1 to Week 5 (Aadesh Foundation) • We officially joined internship online on May 12th and had our orientation on the same day. For the initial 15 days, we have been assigned with the task of collecting donations and raising funds for the foundation. • Reached out to various potential donors through calls messages and social media platforms and reached out to various companies indulged in CSR activities to fulfil the requirements of the assigned fund-raising task. • Created and shared posters on social media to increase the awareness and increase the visibility of the Foundation and its work and support the given task. • Fundraising task was assigned for initial 2 weeks but continued till week 5. Week 6- Week 11 (Bhagwan Mahaveer Cancer Hospital and Research Centre) • Officially Joined internship at Bhagwan Mahaveer Cancer Hospital and Research Centre (BMCHRC) in HR Department on June 17th. • got to learn about various roles of HR department like workforce planning, approaching quality talent, hiring process, payroll and verification and management of documents. • Assisted our senior staff in updating employee information and salary details, error detection and compilation on 'Shivam' software which has been recently adopted by the hospital to perform payroll
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	functions. Gained hands-on experience with the software and payroll processes. • Worked on auditing 749 employee files in the HR department to ensure that all records were accurate and up to date. • Collected the credentials of all the doctors and verified that all of them are registered with the Rajasthan Medical Council (RMC). • worked on the project that is “<i>Payroll Cost Analysis and Workforce Optimization in a Healthcare Setting</i>” to analyse salary data and identify workforce efficiency. • got to learn other HR process that includes approaching to experienced professionals especially doctors through referrals or social platforms like LinkedIn, Naukri.com etc. Also, hiring and evaluation process to make sure that organisation gets quality talent.
Linking theory (Classroom learning) with practice at your organisation	• Principle of Management- planning, organising and performing the tasks. • Organisational behaviour- Understanding the teamwork and work culture while working remotely as well as in a hospital setting. • CSR funding- Aligning the foundation’s goals with the social responsibilities of corporate companies. • Customer Relationship Management and Communication skill • Human Resource Management Theory – Learned about the different hospital HR functions like payroll and employee management. • Information Systems – Used 'Shivam' software. • Data Analytics – Learned how the data is updated, organised and how this data accuracy helps in salary as well as staff planning. • Change Management – Got to experience how staff adapts to new software systems and what are the challenges faced during these real-world problems.

	• Data Quality – Ensuring completeness and accuracy of records which is important for analytics and decision making (workforce planning). • Learned about KPI/KRAs – Understanding key performance metrics in HR. • Basics of Excel – learned basics of Excel and used for maintaining and organizing employee data. • Decision making and data analytics- Using data to support the HR reports, salary analysis and better workforce planning. • Healthcare Compliance- Ensuring that doctors are registered with RMC (a regulatory body) • HR Analytics- Analysis of number of staff, turnover and departmental requirements to help hiring and budgeting. • Data driven decision making- - Using data to support the HR reports, salary analysis and better workforce planning. • Data analysis-working on project with quantitative secondary data for salary analysis, cost to company that eventually helps in hr processes.
Gaps identified on the working area.	Aadesh Foundation- • Very limited visibility of Foundation and lack of public awareness about the foundation’s work. • No timely updates were given and there were unclear task expectations during initial fundraising phase. • There was no support from higher management team at all and there were no work ethics. Bhagwan Mahaveer Cancer Hospital and Research Centre- • Lack of SOPs for new software “Shivam”, slow adaptation. • Manual file auditing work was time-consuming and prone to errors. • There were many missing or incomplete employee records during audits. • Shivam software data did match with the actual salary sheets data due to manual errors.

	• Still mostly manual resume sourcing is done and limited use of analytics is used in workforce planning. • During credentials verification some doctor credentials were found expired or missing.
Suggestions for improvement	Aadesh Foundation- • There is a need to enhance the social media presence and outreach to improve visibility and involve the wider audience. • Regular meetings should be organised and there is need for active mentor support. • Need to improve organisational management. • There should be clear schedule for task assignments and maintenance of regular communication. • There should be transparency in task expectations, targets and timelines from the beginning. • The team should Respond to the queries timely. Bhagwan Mahaveer Cancer Hospital and Research centre- • Proper training sessions must be provided. • Clear SOPs for data entry processes must be provided and followed. • There should be software support person or IT helpdesk assigned during the transition phase. • Updated data should be checked regularly to avoid errors in salary and employee data. • Regular audits must be conducted to keep the records UpToDate. • Structured training sessions should be provided to HR staff for reducing the errors and speed up the adaption of software during transition phase. • the decisions based on data rather than experience will increase chances of success.
Key Learnings	• HR operations in hospital setting. • Hand-on experience on payroll software and for employee information and salary processing. • Employee file audits. • There should be use of Applicant Tracking System.

	• Role of Statutory compliance in payroll. • Importance of verified credentials and complete and accurate data. • HR Analytics and workforce planning. • Change management during transition phase. • Importance of teamwork and work culture.
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Signature of the Student: Adya Tiwari

Approved by the IIHMR University's Mentor