

SUMMER INTERNSHIP PROGRAM

at

APOLLO HOSPITALS, BANNERGHATTA ROAD, BENGALURU



12th MAY to 21st JULY 2025

A REPORT BY

Prachee katakwar

**Master of Business Administration
Hospital and Health Management**

Roll no - 2022

2024-26

under the Mentorship of

Dr. Nutan Prabha Jain



21st July 2025

INTERNSHIP CERTIFICATE

This is to certify that **Dr. Prachee Katakwar** has successfully completed her **Internship and Project** in the **Department of Human Resource** from **12th May 2025** to **21st July 2025** in **Apollo Hospitals, Bannerghatta, Bangalore**. She was diligently involved in the tasks assigned to her.

During her internship she successfully completed the following project:

Staff Engagement and Job Satisfaction Analysis

During her period of stay with us, we found that she was dedicated, hardworking, loyal and sincere.

We wish her all the best for her future endeavours.

For Apollo Hospitals Bangalore,



Ms. Deepti Oleti
Assistant Manager – Human Resources



IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Prachee Katakwar** academic year 2024-26 of Institute of Health Management Research has prepared a poster with respect to her summer internship held during May-July 2025.

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

Date: 28/7/25

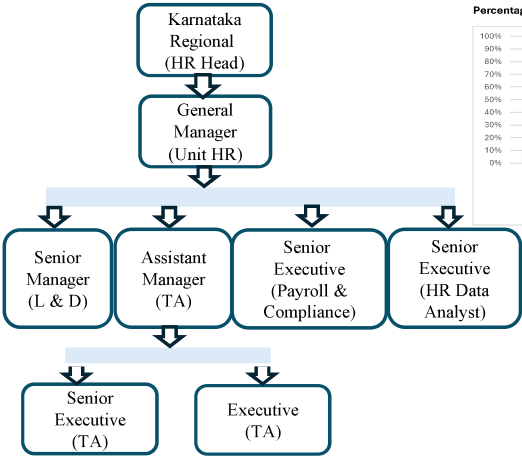

Dr. Nutan Prabha Jain
Professor

PRESENTED BY: Dr. Prachee Katakwar (2022)
 STREAM: MBA (HM-29)
 UNIVERSITY MENTOR: Dr. Nutan Prabha Jain
 ORGANIZATION MENTOR: Ms. Deepti Oleti,
 Mr. Krishnanand R

BRIEF HISTORY & DESCRIPTION

Established: 2007
 Capacity: 250 beds
 Speciality: Robotic Surgery
VISION: "To touch a billion lives and make healthcare accessible, affordable, and inclusive."
MISSION: "To bring healthcare of international standards within the reach of every individual and to provide value-based, quality care through innovation, compassion, and integrity."

HUMAN RESOURCE UNIT ORGANOGRAM



INTERNSHIP ACTIVITIES

Assisted in the recruitment and selection process.

- Handled documentation for new joiners.
- BGV Documents, Verified Aadhar-PAN compliance.
- Implemented onboarding processes.
- Implemented employee engagement and satisfaction study.

Human Resource Management at Apollo Hospitals, BG Road, Bangalore

A Study on Employee Engagement And Job Satisfaction

PROBLEM STATEMENT

Low Engagement leads to increased turnover and reduced patient service quality. Identifying satisfaction gaps is key to workforce retention.

STEP-BY-STEP METHODOLOGY

- STEP 1: Focus Areas Identified:** Employee Engagement, Recognition, Engagement activities, Growth and development.
- STEP 2: Survey Designed:** Structured Google Form.
- STEP 3: Data Collected:** 50 employees across Nursing, Doctors, Paramedical, and Administrative staff.
- STEP 4:** Data management and Analysis.
- STEP 5:** Documentation.

OBJECTIVE

Analyse staff perceptions (engagement, recognition, HR support, growth) and suggest improvements.

STRENGTH

JCI-compliant HR processes. Use of Oracle Cloud, UKG. Structured onboarding. Defined HR team structure.

WEAKNESS

Risk of non-compliance in documentation Dependency on manual follow-ups.

SWOT

OPPORTUNITY

App-based compliance tracker.

THREATS

Healthcare staffing Competition

CHALLENGES FACED DURING INTERNSHIP

Limited access to the Oracle Application Cloud System features. Self-managed learning due to lack of structured intern guidance.

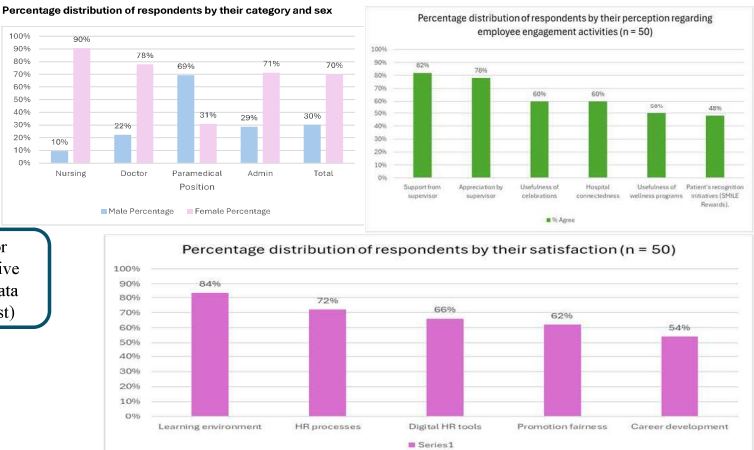
MAJOR LEARNINGS

End-to-end **onboarding lifecycle**: from verification to ID card issuance. Hands-on experience with **Oracle, UKG, Excelity, Excel Trackers**. Compliance documentation.

Improved Skills in communication and professional documentation.

RECOMMENDATIONS

Assign mentors for intern guidance. Share digital pre-joining checklists. Conduct quick HR tech tool demos. Use a central tracker for compliance.



Practical vs. Theoretical Insight

Aspect	Theoretical (IIHMR)	Practical (Apollo)
Onboarding Process	Ideal flows, policy theory	Identity checks, document scanning, Oracle cloud, UKG app setup
Recruitment	Selection models	CV creation, walk-in tests, nurse recruitment
Audit Prep	NABH/NABL standards	NABL audit prep for technical staff - File tracking, expiry dates, checklist audits
Systems Use	Oracle/Others in classrooms	Real-time Oracle Cloud, Excelity, UKG use

Week 01

Name of the Organisation: Apollo Hospitals, Bannerghatta Road, Bengaluru

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

Name of the Student: Prachee Katakwar

Roll no: 2022

Stream: MBA (Hospital and Health Management)

Week no: 1

From: 12 MAY 2025 to 17 MAY 2025

Activity Done	☐ Made a PPT slide titled “Achievements of the Apollo Karnataka Region” to highlight recent milestones. ☐ Learned about the Apollo Hospitals Careers Portal, where the registration process starts for new joiners applying for the job. ☐ Gained hands-on exposure on the Apollo Hospitals Careers Portal by doing the registration process for new joiners. ☐ Reverified and updated the personal details like: PAN No., UHID No., Mobile No., Mail ID, Worker Category, etc of new joiners in the Excel sheet, to be reflected in the online tracking system.
Linking theory (Classroom learning) with practice at your organisation	☐ Got to see various onboarding steps involved within a hospital setting when hiring. ☐ Applied classroom knowledge of HR processes, documentation, and employee lifecycle management in a real-world hospital setting.
Gaps identified on the working area.	☐ Manual Data Entry Bottlenecks: Manually uploading employee details in the Excel tracker increases the chances of errors.
Suggestions for improvement	☐ Introduce a mentoring system for interns; interns who joined the department before me are the ones teaching.
Plan for the next week	☐ Learn more about HR Department Functions and Processes.

Week 02

Name of the Organisation: Apollo Hospitals, Bannerghatta Bengaluru

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

Name of the Student: Prachee Katakwar

Roll no: 2022

Stream: MBA (Hospital and Health Management)

Week no: 2

From: 19 MAY 2025 to 24 MAY 2025

Activity Done	☐ Started doing the registration for new joiners – updating basic details, uploading resume and photograph for the application process. ☐ Updating the Oracle Applications Cloud profile of the employees ➤ Uploaded documents such as: ○ Aadhaar Card ○ PAN Card ○ Education-related documents ○ Work Experience Letters and ○ BGV (Background Verification) Consent To ensure right digital documentation for onboarding. ☐ Updated Doctors' Registration Records (in Excel sheet) ➤ Updated details of 71 doctors' that included the: ○ Registration Number ○ Name of medical council/state ○ Validity of registration. ☐ Verification process for AADHAR CARD - PAN link status for new joiners: ○ to ensure compliance with government norms. ○ Verified correct linking to avoid future payroll and background verification issues.
Linking theory (Classroom learning) with practice at your organisation	☐ Practical experience with recruitment documents, employee authentication, and HRIS (Oracle Cloud). ☐ Used Oracle Cloud for employee record keeping, highlighting Health Informatics in HR Systems. ☐ Observed the importance of documentation compliance and timely onboarding, applying HRM, OB theories in practice.

Gaps identified on the working area.	❑ A few people did not have their phone numbers linked to their Aadhaar Cards, which slowed the onboarding process. ❑ A few people either did not have Hard copies or soft copies of their documents, prolonging the time taken to do per employee registration or Oracle profile completion.
Suggestions for improvement	❑ Introduce a formal mentoring system for new interns to reduce dependency on peer learning and promote structured orientation. ❑ Provide a pre-joining checklist to candidates, ensuring they are informed in advance about mandatory documents and Aadhaar-mobile linking requirements.
Plan for the next week	❑ Continue learning more about HR Processes.

Week 03

Name of the Organisation: Apollo Hospitals, Bannerghatta Bengaluru

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

Name of the Student: Prachee Katakwar

Roll no: 2022

Stream: MBA (Hospital and Health Management)

Week no: 3

From: 26 MAY 2025 to 31 MAY 2025

Activity Done	☐ Doing the registration for new joiners – updating basic details, uploading resume and photograph for the application process. ☐ Updating the Oracle Applications Cloud profile of the employees ➤ Uploaded documents such as: ○ Aadhaar Card ○ PAN Card ○ Education-related documents ○ Work Experience Letters and ○ BGV (Background Verification) Consent To ensure right digital documentation for onboarding. ☐ Verification process for AADHAR CARD - PAN link status for new joiners: ○ to ensure compliance with government norms. ○ Verified correct linking to avoid future payroll and background verification issues. ☐ Distributed and evaluated pre-designed tests for walk-in nurse candidates (Recruitment process). ☐ Gave dress and shoe forms to the staff. ☐ Re-scanned and updated the Excel tracking sheet for BGV (Background Verification) submission to cFIRST ➤ Scanned and uploaded the following: ○ CFIRST consent forms ○ Experience Letters ○ Registration Certificates ○ Provisional Degree Certificates ○ Marksheets (Post-Graduation, Graduation, 10th and 12th).
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Linking theory (Classroom learning) with practice at your organisation	☐ Practical experience with recruitment documents, employee authentication, and HRIS (Oracle Cloud). ☐ Used Oracle Cloud for employee record keeping, highlighting Health Informatics in HR Systems. ☐ Observed how compliance and employee record management practices reflect classroom learnings in HRM, OB, and Health Policy.
Gaps identified on the working area.	☐ A few people did not have their phone numbers linked to their Aadhaar Cards, did not have Hard copies or soft copies of their documents. ☐ A significant number of joiners had incomplete document submissions, which required repeated follow-ups and phone calls for collection during onboarding.
Suggestions for improvement	☐ Collect all mandatory documents during onboarding itself, using a checklist to avoid delays caused by incomplete submissions. ☐ Share pre-joining guidelines with new hires in advance, clearly listing required documents and government linking (e.g., Aadhaar–mobile linking). ☐ Assign a designated staff member or document collection desk to verify and compile all onboarding documents at the time of joining.
Plan for the next week	☐ Continue learning more about HR Processes.

Week 04

Name of the Organisation: Apollo Hospitals, Bannerghatta Bengaluru

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

Name of the Student: Prachee Katakwar

Roll no: 2022

Stream: MBA (Hospital and Health Management)

Week no: 4

From: 2 JUNE 2025 to 7 JUNE 2025

Activity Done	☐ Continued regular HR Operations and support tasks ✓ Doing the registration for new joiners ✓ Updated the Oracle Applications Cloud profile of the employees ✓ Verification process for AADHAR CARD - PAN link status ✓ Distributed and evaluated pre-designed tests. ✓ Gave dress and shoe forms to the staff. ☐ Updated the Excel-based employee file tracker to remove records of inactive (resigned) employees, which include non-clinical staff such as admin/support. These (pink) files were identified and marked for physical disposal under the hospital's file retention policy.
Linking theory (Classroom learning) with practice at your organisation	☐ Practical experience with recruitment documents, employee authentication, and HRIS (Oracle Cloud). ☐ Used Oracle Cloud for employee record keeping, highlighting Health Informatics in HR Systems. ☐ Understood compliance processes and how they relate to HR policy, legal requirements, and employee record lifecycle management.
Gaps identified on the working area.	☐ A few people did not have their phone numbers linked to their Aadhaar Cards, did not have Hard copies or soft copies of their documents. ☐ No Structured Mentorship for Interns: Interns operate without formal guidance, reducing learning potential and leading to repeated errors or inefficiencies.

Suggestions for improvement	☐ Introduce a mentoring system for interns: guide them through daily activities, departmental policies, and best practices.
Plan for the next week	☐ Continue learning more about HR Processes.

Week 05

Name of the Organisation: Apollo Hospitals, Bannerghatta Bengaluru

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

Name of the Student: Prachee Katakwar

Roll no: 2022

Stream: MBA (Hospital and Health Management)

Week no: 5

From: 9 JUNE 2025 to 14 JUNE 2025

Activity Done	☐ Continued regular HR Operations and support tasks ✓ Doing the registration for new joiners ✓ Updated the Oracle Applications Cloud profile of the employees ✓ Verification process for AADHAR CARD - PAN link status ✓ Distributed and evaluated pre-designed tests. ✓ Gave dress and shoe forms to the staff. ☐ Scanned and updated the Excel tracking sheet for BGV (Background Verification) submission to cFIRST for the entire month of May ➤ Scanned and uploaded the following: ○ CFIRST consent forms ○ Experience Letters ○ Registration Certificates ○ Provisional Degree Certificates ○ Marksheets (Post-Graduation, Graduation, 10th and 12th).
Linking theory (Classroom learning) with practice at your organisation	☐ Hands-on experience with recruitment documents, employee authentication, and HRIS (Oracle Cloud). ☐ Utilised Oracle Cloud for maintaining employee records, focusing on Health Informatics in HR Systems. ☐ Understood the real-world application of classroom theories on data accuracy, employee

	lifecycle management , and compliance in hospital HR settings.
Gaps identified on the working area.	☐ A few people did not have their phone numbers linked to their Aadhaar Cards, did not have Hard copies or soft copies of their documents.
Suggestions for improvement	☐ Introduce a mentoring system for interns: guide them through daily activities, departmental policies, and best practices.
Plan for the next week	☐ Continue learning more about HR Processes.

Week 06

Name of the Organisation: Apollo Hospitals, Bannerghatta Bengaluru

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

Name of the Student: Prachee Katakwar

Roll no: 2022

Stream: MBA (Hospital and Health Management)

Week no: 6 **From:** 16 JUNE 2025 to 21 JUNE 2025

Activity Done	☐ Continued regular HR Operations and support tasks ✓ Doing the registration for new joiners ✓ Updated the Oracle Applications Cloud profile of the employees ✓ Verification process for AADHAR CARD - PAN link status ✓ Distributed and evaluated pre-designed tests. ✓ Gave dress and shoe forms to the staff. ☐ Captured employee photographs and took the details such as: Name, Department, Member ID No., Blood Group, UHID No., Emergency Contact No., to be printed on the ID card. ☐ Printed ID Cards. ☐ Reverified and updated the personal details like: PAN No., UHID No., Mobile No., Mail id, Worker Category etc of new joiners in the Excel sheet, to be reflected in the online tracking system. ☐ Created an Excel sheet listing the names of doctors and their privileges. ☐ Assisted new employees in downloading the UKG Workforce Central App, done when an employee receives Biometric ID Card (Temporary one) which is used to track their shifts, attendance, and leave records.
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	☐ Assisted employees logging in to the Excelity (Payroll Management System) portal , from where they can view their salary and related information.
Linking theory (Classroom learning) with practice at your organisation	☐ Gained hands-on exposure to various HR processes, including recruitment, onboarding, employee data verification, ID management, and payroll system support . ☐ Gaining hands-on experience with HR tech tools ○ Oracle Cloud – for employee data management ○ UKG App – for attendance and shift tracking ○ Excelity – for payroll access and salary records ☐ Worked on ID creation, employee data management.
Gaps identified on the working area.	☐ A few people did not have their phone numbers linked to their Aadhaar Cards, did not have Hard copies or soft copies of their documents. ☐ No Structured Mentorship for Interns: Interns operate without formal guidance, reducing learning potential and leading to repeated errors or inefficiencies.
Suggestions for improvement	☐ Introduce a mentoring system for interns: guide them through daily activities, departmental policies, and best practices. ☐ Include a short demo session on navigating various HR tech tools.
Plan for the next week	☐ Continue learning more about HR Processes.

Week 07

Name of the Organisation: Apollo Hospitals, Bannerghatta Bengaluru

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

Name of the Student: Prachee Katakwar

Roll no: 2022

Stream: MBA (Hospital and Health Management)

Week no: 7 **From:** 23 JUNE 2025 to 28 JUNE 2025

Activity Done	☐ Continued regular HR Operations and support tasks ✓ Doing the registration for new joiners ✓ Updated the Oracle Applications Cloud profile of the employees ✓ Verification process for AADHAR CARD - PAN link status ✓ Distributed and evaluated pre-designed tests. ✓ Gave dress and shoe forms to the staff. ✓ Captured employee photographs and took the details to be printed on the ID card. ✓ Assisted new employees in downloading the UKG Workforce Central App. ✓ Assisted employees logging in to the Excelity (Payroll Management System) portal. ☐ Continued compiling an Excel sheet listing the names of 410 doctors and their privileges.
Linking theory (Classroom learning)	☐ Gained practical exposure to HR functions such as recruitment, onboarding, ID generation, and system navigation.

with practice at your organisation	☐ Worked hands-on with key HR tech tools, including: Oracle Cloud (HRIS for employee data) UKG App (attendance management) Excelity (payroll and salary access) ☐ Applied concepts from HRM, Digital Health Systems and Organisational Behaviour in real hospital operations. ☐ Experienced how effective onboarding and tech adoption impact employee engagement and operational efficiency
Gaps identified on the working area.	☐ A few people did not have their phone numbers linked to their Aadhaar Cards, did not have Hard copies or soft copies of their documents. ☐ Several employees faced difficulty accessing salary portals or navigating mobile apps, delaying their engagement with essential tools like UKG and Excelity.
Suggestions for improvement	☐ Conduct brief demo sessions on key HR platforms (Oracle, UKG, Excelity) for interns and new joiners. ☐ Provide one-page digital guides for easy navigation of HR apps and portals.
Plan for the next week	☐ Continue learning more about HR Processes.

Week 08

Name of the Organisation: Apollo Hospitals, Bannerghatta Bengaluru

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

Name of the Student: Prachee Katakwar

Roll no: 2022

Stream: MBA (Hospital and Health Management)

Week no: 8

From: 30 JUNE 2025 to 5 JULY 2025

Activity Done	☐ Continued regular HR Operations and support tasks ☐ Created an Excel Tracker and checked and verified 55 technician employee files for required documentation in preparation for the NABL audit, including: Technician File review: → Apollo Acculturation Program for Imbibing Excellence (AAPIE) - Induction Program → Facility Management → HR Policies → JCI Refreshers Training → POSH Awareness Training → Grievance Awareness Training → Service Standards → BLS (Basic Life Support) certificate and related pre- and post-test tests → Code Card records ☐ Decided on Project Topic and started working on it. ➤ Title: <i>A Study on Employee Engagement and Job Satisfaction</i>
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	➤ Created and circulated a Google Form for survey responses. ➤ Conducted field rounds in the hospital to encourage employees to fill out the form.
Linking theory (Classroom learning) with practice at your organisation	❑ Gaining exposure on HR processes, including recruitment, onboarding, document verification, identity verification, and navigation of the payroll system. ❑ Gaining hands-on experience with HR tech tools ○ Oracle Cloud ○ UKG App ○ Excelity portal ❑ Worked on ID creation, employee data management. ❑ Practised research design skills by developing a survey tool for the project.
Gaps identified on the working area.	❑ Training Record Gaps: Incomplete documentation in most (Technician) files. ❑ Difficulty in collecting survey responses—staff promised but didn't complete forms; hard to manage alongside regular HR duties.
Suggestions for improvement	❑ Create a unified Excel-based tracker for employee file documentation, with columns for each requirement (e.g., BLS, POSH, Induction). This avoids repetitive file checks and improves readiness for audits. ❑ Introduce dedicated time slots or digital reminders encouraging staff to complete internal surveys or feedback forms—improves participation and reduces manual follow-up. ❑ Provide interns with structured support for research projects, including: ➤ Basic orientation on time management while balancing HR duties and project work ➤ Permission-based access for 15–30 minutes daily to conduct project-related work rounds
Plan for the next week	❑ Continue working on the employee engagement survey.

	☐ Start analysing collected responses. ☐ Keep supporting HR operations and documentation work.
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Week 09

Name of the Organisation: Apollo Hospitals, Bannerghatta Bengaluru

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

Name of the Student: Prachee Katakwar

Roll no: 2022

Stream: MBA (Hospital and Health Management)

Week no: 9

From: 7 JULY 2025 to 12 JULY 2025

Activity Done	☐ Continued regular HR Operations. ☐ Scanned and updated the Excel tracking sheet for BGV (Background Verification) submission to cFIRST Uploaded the following documents for new joiners (June & July) : ○ cFIRST Consent Forms ○ Experience Letters ○ Registration Certificates ○ Provisional Degree Certificates ○ Marksheets (10th, 12th, Graduation, Post-Graduation) ☐ Continued technician file verification and tracker update (55 files) for NABL audit preparation ☐ Verified documents such as the Apollo Annual Health Checkup reports, and followed up with
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	employees whose records were missing, requesting them to submit the required paperwork to the HR department. ❑ Going for rounds in hospital to promote participation in the Employee Engagement and Job Satisfaction survey.
Linking theory (Classroom learning) with practice at your organisation	❑ Applied HRM and Hospital Compliance concepts while managing technician documentation and NABL audit readiness. ❑ Strengthened communication and persuasion skills through direct interactions to encourage survey participation. ❑ Applied digital documentation and data tracking methods using Excel—linking with Digital Health learning.
Gaps identified on the working area.	❑ Training Record Incompleteness in technician files—risk to NABL audit compliance. ❑ Delayed submission of educational/experience certificates, impacting timely BGV processing. ❑ Annual health check-up reports are often missing; inconsistent follow-through from staff. ❑ Manual tracking across separate files, resulting in rework and inefficiencies.
Suggestions for improvement	❑ Implement a centralized cloud-based HR compliance tracker: Allows real-time document status updates across teams and prevents duplication of effort. ❑ Set up automated email/SMS reminders for staff to submit annual health check reports before audit deadlines. ❑ Issue a structured pre-joining checklist to all new hires (via email or portal) that clearly lists required documents to avoid last-minute follow-ups and delays in onboarding.
Plan for the next week	❑ Continue assisting in preparation and documentation for the NABL file audit.

	☐ Work on finalizing and analysing data for the internship project survey.
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Week 10

Name of the Organisation: Apollo Hospitals, Bannerghatta Bengaluru

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

Name of the Student: Prachee Katakwar

Roll no: 2022

Stream: MBA (Hospital and Health Management)

Week no: 10 **From:** 14 JULY 2025 to 19 JULY 2025

Activity Done	☐ Continued regular HR operations. ☐ Survey Project Work – Employee Engagement and Job Satisfaction ➤ Created an Excel sheet for systematic survey response analysis. ➤ Cleaned and categorized responses for clarity and consistency. ➤ Began preparing charts and pivot tables to visualize key trends across departments.
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Linking theory (Classroom learning) with practice at your organisation	☐ Applied knowledge from Research Methods and Health Communication to design and interpret the survey. ☐ Used Excel-based data tools to clean and analyse primary data collected from hospital staff. ☐ Interpreted employee behaviour and job satisfaction trends—integrating theory from Organisational Behaviour (OB) and Human Resource Management (HRM). ☐ Understood the importance of data-driven HR decisions, linking with principles from Health & Development and Digital Health.
Gaps identified on the working area.	☐ Limited familiarity with advanced Excel features, which delayed data formatting and chart creation. ☐ Inability to navigate Power BI, which restricted the ability to create a dashboard for survey findings. ☐ Low response rate to survey despite multiple reminders and rounds—final count was ~50, limiting sample size and generalizability.
Suggestions for improvement	For Self ☐ Begin survey circulation early; seek help from HR staff to encourage responses. ☐ Learn basic Excel and Power BI skills beforehand using free online resources. ☐ Keep a weekly progress note for smoother reporting and reflection. ☐ Get informal feedback from peers or staff on form quality and data approach. For Department ☐ Provide a digital toolkit for interns (basic guide to Oracle, Excelity, UKG). ☐ Share a pre-joining checklist with document and Aadhaar-linking requirements. ☐ Maintain a centralized, cloud-based HR tracker to avoid repeated document checks.

	☐ Use SMS/email reminders for health checkup submissions and training deadlines. ☐ Introduce formal mentorship for interns to improve learning and reduce errors.
Plan for the next week	☐ Report back to college and start finalising the findings of the project, start working on the poster and final report work.

Compiled Report

Name of the Organisation: Apollo Hospitals, Bannerghatta Road, Bengaluru

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

Name of the Student: Prachee Katakwar

Roll no: 2022

Stream: MBA (Hospital and Health Management)

Activity Done	Apollo Careers Portal – Hands-on Exposure - Gained knowledge on the role of the portal in the recruitment cycle. - Completed registration for new joiners: basic information, uploading resume, and photo. Employee Data Management - Reverified and updated personal information in Excel (PAN No.,
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	UHID, Mobile, Email, Worker Category). ○ Verified details updated in the Oracle Applications Cloud system. ○ Uploaded onboarding documents: ➤ Aadhaar Card, PAN Card ➤ Educational Certificates ➤ Work Experience Letters ➤ Background Verification (BGV) Consent 3. Doctors' Registration Tracker Updated records of 71 doctors, including registration number, medical council, and validity. 4. Aadhaar–PAN Linking Verification Verified linking status to prevent future payroll or BGV issues. 5. Recruitment Assistance ○ Delivered and assessed pre-designed tests for walk-in nurse applicants. ○ Collected dress and shoe forms for new employees. 6. Background Verification (BGV) File Preparation Scanned and uploaded: ○ BGV Consent Forms ○ Education & Experience Certificates ○ Registration & Provisional Certificates ○ 10th, 12th, UG, and PG Marksheets ➤ Maintained Excel tracking sheet (May–July 10). 7. Employee ID Card Creation Gathered details (Name, Dept., Member ID, Blood Group, Emergency Contact, etc.). Took photos and printed ID cards.
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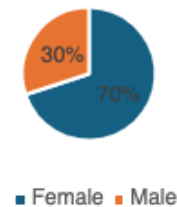
	8. Technician File Review (for NABL Audit) Confirmed 55 technician files for compliance: Induction Training (AAPIE) JCI, POSH, Grievance Training BLS Certificates Service Standards Facility Management & HR Policy Records 9. HR Digital System Support Assisted employees in using: ★ UKG App (attendance/shift tracking) ★ Excelity Portal (salary slips/payroll) Ensured that they were able to log in with their Biometric ID card. 10. Resigned Employee Record Cleanup Deleted records of resigned admin/ non-clinical personnel and tagged physical files for disposal according to the hospitals file retention policy 11. Health Records Follow-up Confirmed Apollo Annual Health Checkup submissions. Followed up with missing reports. 12. PROJECT WORK ❖ TITLE: “<i>A Study on Employee Engagement and Job Satisfaction</i>” ➤ PROBLEM STATEMENT: Low engagement leads to increased turnover and reduced patient service quality. Identifying satisfaction gaps is key to workforce retention. ➤ OBJECTIVE: Analyze staff perceptions (engagement, recognition, HR support, growth) and suggest improvements.
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➤ **BACKGROUND:** Staff satisfaction and involvement have a direct effect on hospital performance and patient outcomes. This study is intended to study the perceptions of employees about recognition, engagement activities, and development opportunities to highlight areas of improvement

❖ **Step-by-Step Methodology**

- ✓ **STEP 1:** Focus Areas Identified: Employee Engagement, Recognition, Engagement activities, Growth and development
- ✓ **STEP 2:** Survey Designed: Structured Google Form
- ✓ **STEP 3:** Data Collected: 50 employees across Nursing, Doctors, Paramedical, Administrative

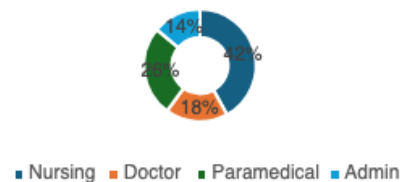
'% distribution of respondents by Sex'



Female – 70%

Male – 30%

'% distribution of respondents across categories'

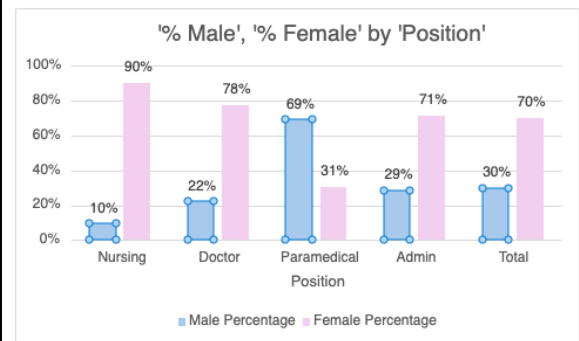


Nursing – 42%

Paramedical – 26%

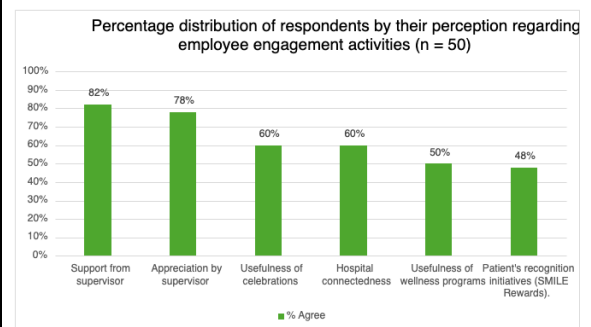
Doctor – 18%

Admin – 14%



- ✓ **STEP 4:** Data management and Analysis
- ✓ **STEP 5:** Documentation

Engagement Perception



High satisfaction with:

Support from Supervisor (82%)

Appreciation (78%)

Moderate satisfaction with:

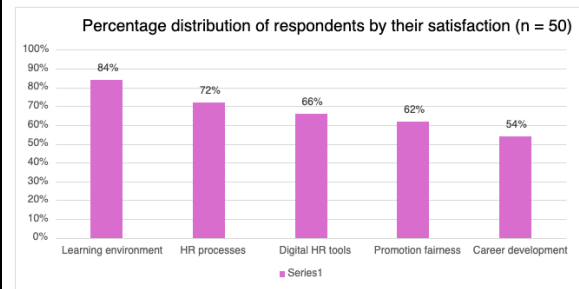
Celebrations & Hospital Connectedness (60%)

Wellness programs (50%)

Low satisfaction with:

Recognition initiatives (SMILE Rewards) – only 48% are aware of them.

Satisfaction Metrics



Most positively rated:

Learning Environment (84%)

HR Processes (72%)

Moderate:

Digital HR Tools (66%)

Promotion Fairness (62%)

Lowest rated:

Career Development Opportunities (54%)

Key Findings (from the Survey)

- ❖ Most employees feel well-supported and appreciated by their supervisor.
- ❖ **Recognition Programs Like SMILE Are Not Inclusive:** Only 48% found SMILE Rewards meaningful — mainly known among nursing staff who are regular recipients.
- ❖ Learning environment and HR process efficiency received high satisfaction.
- ❖ Career development opportunities (54%) and promotion fairness (62%) received lower scores, especially among paramedical and nursing staff.
- ❖ Open-ended feedback highlighted dissatisfaction with food, salary

	transparency, workload and lack of recognition for all roles. Recommendations (Based on Project) ❖ Make Recognition Programs Inclusive: Redesign SMILE or launch parallel rewards for non-nursing departments (admin, doctors, technicians). ❖ Clarify Career Growth Pathways: Provide clear criteria and internal mobility opportunities for all roles. ❖ Enhance Staff Wellbeing Initiatives: Expand wellness and celebration programs to boost institutional connectedness. ❖ Use Department Heads as Engagement Anchors: Involve HODs in promoting recognition activities. ❖ Monitor and Improve Digital Literacy: Include short tutorials during orientation to improve access and comfort with HR apps. Scope & Limitations: • The project was self-initiated and conducted alongside regular HR operations. • Limited sample size (n=50), so findings are directional, not generalizable. • Some departments were underrepresented due to shift patterns and survey fatigue. • Digital tools like Power BI were explored but not implemented. Conclusion: The survey revealed that while employees feel supported by their supervisors, institutional engagement efforts like
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	recognition programs and wellness initiatives need to be more inclusive and meaningful across all staff categories. Strengthening career pathways, improving interdepartmental communication, and ensuring recognition for all roles are key to enhancing employee satisfaction and retention.
Linking theory (Classroom learning) with practice at your organisation	1. HR Concepts Used: Recruitment, Onboarding, BGV, HRIS Compliance 2. Digital Health (Tech Tools) Applied: ★ Oracle Cloud – Data Entry of HR ★ UKG App – Attendance ★ Excelity – Payroll Portal ★ Excel: Data Analysis, Document Tracking ★ Google Form - Survey 3. Behavioural & OB Learnings: Interpersonal and observation skills enhanced through communication with employees during onboarding and surveys. 4. Survey Analysis: Conducted research methods to analyse drivers for satisfaction among hospital staff. 5. Audit Preparation: Learned NABL and JCI compliance requirements for HR documentation. 6. <i>Research Methods</i>: Survey design, response categorization, insight generation

Gaps identified on the working area.	☐ Manual data entry delays and error potential. ☐ Aadhaar–PAN unlinked status delaying onboarding. ☐ Incomplete document submissions at joining. ☐ Staff struggled with accessing HR apps (low digital literacy). ☐ Gaps in technician training records during audit prep. ☐ Annual health check reports not submitted by many. ☐ No structured intern orientation or mentoring. ☐ Limited Excel and Power BI ☐ proficiency (personal skill gap).
Suggestions for improvement	For the Organization: ☐ Introduce a structured mentoring system for interns and new joiners. ☐ Conduct short digital literacy demos (UKG, Excelity, Oracle Cloud). ☐ Enforce a pre-joining checklist to ensure 100% document submission. ☐ Track training and health record submissions systematically. ☐ Recognize all roles equally and address workload/staffing imbalances. For Self: ☐ Learn Excel and Power BI ☐ Circulate surveys earlier ☐ Maintain a weekly personal project log and seek informal feedback.
Key Learnings	☐ Acquired comprehensive exposure to HR operations in a tertiary care hospital, including recruitment,

	onboarding, background verification, payroll, and HRIS management. ❑ Developed practical skills in data handling, document verification, and audit preparation aligned with NABH/NABL compliance standards. ❑ Designed and executed an independent employee engagement survey project, strengthening research, analysis, and report writing capabilities. ❑ Improved proficiency in Excel for data analysis, visual representation, and digital record-keeping. ❑ Gained first-hand understanding of the importance of timely and accurate documentation in healthcare HR systems. ❑ Strengthened interpersonal and professional communication through staff onboarding interactions and interdepartmental coordination. ❑ Recognized the critical role of digital tools (Oracle Cloud, UKG, Excelity) in modern HR processes and the challenges of digital literacy among staff. ❑ Understood the value of structured induction, mentorship, and feedback loops for better intern performance and learning outcomes. ❑ Built confidence in managing responsibilities independently while contributing meaningfully to both routine HR workflows and a self-initiated improvement project.
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