

**Summer Training at
Sarvodaya Hospital, Hisar, Haryana
(April 13 to June 12, 2017)**

Recruitment and Selection Process in Sarvodaya Hospital

**By
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**Under the guidance of
Dr. D.K. Mangal**

**MBA Hospital & Health Management
2016-2018**


Institute of Health Management Research
The IIHMR University, Jaipur
2017

CERTIFICATE

This is to certify that Dr. Priyanka Mehta has undergone summer training in Sarvodaya Hospital, Hisar (Haryana) from 13th April to 12th June 2017.

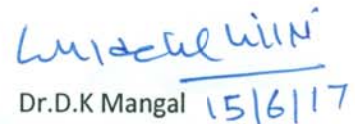
The candidate herself completed the project assigned to her during summer training. Her approach to the project was sincere and proactive. This summer training is in partial fulfillment of the course requirement recommended for the award of MBA in Hospital and Health Management.

I wish her success in all her future endeavors.



Col. (Dr.) Ashok Kaushik

Dean (Academic & Student Affairs)
The IIHMR University, Jaipur



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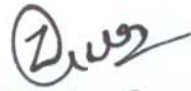
INTERNSHIP CERTIFICATE

This is to certify that Ms. Priynka Mehta D/O Sh. Subhash Kumar student of MBA in Health and Hospital Management. Of iihmrUniversity, Jaipur has successfully completed her Internship during 13^h April-12 June 2017.

The Project on Recruitment & Selection Process fulfills all the stated criteria and the students findings are her original work.

I hereby certify her work excellent /good/ satisfactory to the best of my knowledge.

SARVODAYA
MULTISPECIALITY HOSPITAL
Opp. Red Cross Bhawan, Delhi Road, Hisar


(Zenia Gera)
HR Manager.

ACKNOWLEDGMENT

“It is not possible to prepare a project report without guidance of other people. This one is certainly no exception.”

On the very outset of this report, I would like to extend to thanks to all the person who guided me. With their guidance, their support I am to complete my project report.

Initially I would like to thank **Ms. Zenia Gera** who supported and guide to accomplish this assignment.

I am extremely thankful and pay my gratitude to my **mentor Dr. Daya Krishan Mangal** for his valuable guidance and support on completion of this project in its presently.

I extend my gratitude Indian institute of Health Management and Research for giving me this opportunity.

I also acknowledge with a deep sense of reverence, my gratitude towards my parents and member of my family, who has always supported me morally as well as economically.

At last but not least thank to all of my classmates who helped me to complete this project report.

Any omission in this brief acknowledgement does not mean lack of gratitude.

Thank You

Priyanka Mehta

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ABBREVIATIONS

Abbreviations	Full form
SH	Sarvodaya hospital
SCHRI	Sarvodaya cancer Hospital and Research centre
ICU	Intensive Care Unit
CSSD	Central sterile supply department
HOD	Head of department

OBSERVATIONAL LEARNING

INTRODUCTION

Sarvodaya Hospital is situated in the centre of the city with easy accessibility, having lobby to accommodate more than 100 OPD patients at a time.

Incidence of cancer is increasing by day by day and has now become a major threat to health and life. With better understanding of cancer biology, multi-model approach and better treatment techniques, Sarvodaya hospital has better and improved results .Sarvodaya hospital providing specialized medical treatment to patients from Haryana, Punjab and Rajasthan for the last 10 years. Sarvodaya Multispecialty Hospital is now all geared up to increase the purview of their medical offerings to include comprehensive Oncology detection and treatment.

With the launch of SCHRI and its fully integrated state of art comprehensive Oncology unit, Sarvodaya hospital has aim to provide world –class cancer treatment in close proximity and at reasonable cost.

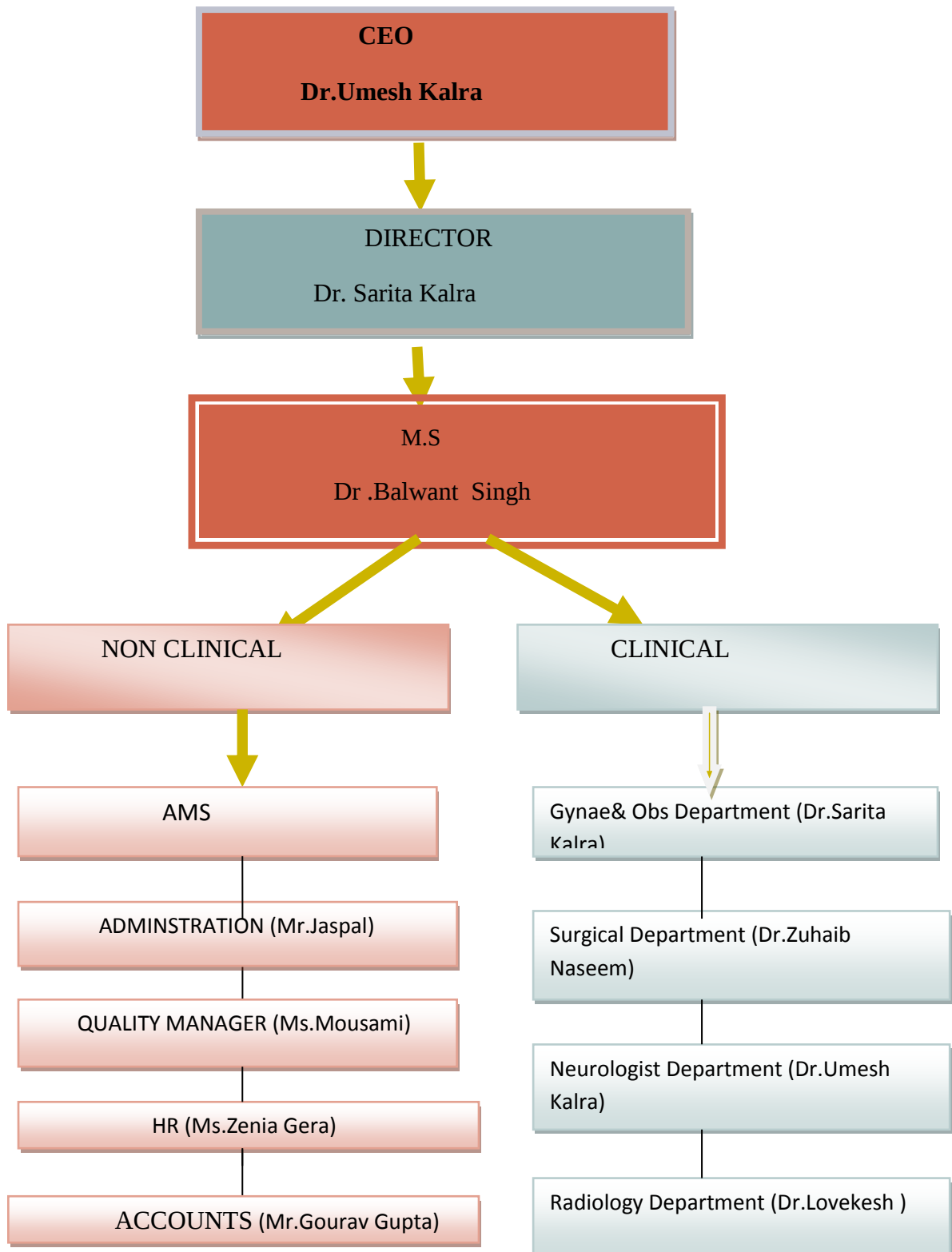
Goals of Hospital

- Promote cancer awareness ,screening and early detection
- Prevention of cancer through education of local public
- Practice latest treatment guidelines
- Delivering treatment safely and effectively with focus on benefit to patients.
- Hassle –free care to incurable and terminally ill patients
- Encourage cancer research

Mission of Hospital

To provide world class health care facilities with cutting edge technology and best diagnostic equipment to the periphery at affordable cost. We want to serve the people with "**Missionary Zeal**".

ORGANISATION STRUCTURE



MODE OF DATA COLLECTION

Data collection involved discussions with the Administrative staff, the HODs on the managerial issues, communicating with the other staff and going through the records.

Sources of Data

- Primary
 - By interacting with the HODs, executives, Doctors, Nursing staff and other valuable employees of the hospital.
 - Through direct observations.
- Secondary
 - Through registered records
 - Through website of the hospital

DEPARTMENTS IN HOSPITAL

- Accounts department
- Administrative department
- HR department
- Quality department
- Gynae & Obs department
- Orthopedic department
- Radiology department
- Pediatrics department
- Cancer department
- Medicine department
- Dental department
- Surgery department

➤ **FRONT OFFICE**

- First contact point between the patients / their attendants coming to the facility.
- Gives directions to them about the locations of various departments.
- Performs in patient and out- patient registration.
- Makes doctors' available summary.

Challenges-

- Huge rush during peak hours, 9:00 am-12:00 pm.

➤ **OUT-PATIENT DEPARTMENT:-**

- Sarvodaya hospital has its own OPD area as well as IPD area and day-care area wherever applicable with doctor's chambers and procedure rooms.
- Every OPD has a procedure room.
- Each OPD waiting area has the capacity to handle 30-35 patients waiting.
- In case of a new patient, registration is done and then UHID is created which becomes a unique identification for all his health related information.

➤ **ADMISSIONS DESK**

- If the patient has to be admitted to the hospital, he/she or his /her family member first reports to the admissions desk wherein all the paperwork is completed, do's and don'ts as well as patient's rights and duties are explained to him. An initial token amount is deposited here by the patient which is according to his preference of the room (be it economy, single, double, classic deluxe or suite) and type of operation which required to be done.
- In case of TPA patients, the admission has to be reported to the insurance company within 24 hours.
- STAFF – 70-80; work in shifts with TPA staff working.

➤ **EMERGENCY DEPARTMENT**

- ✓ It is located at the ground floor with its own dedicated entrance from outside and to inside of the hospital. It operates for 24 hours a day.
- ✓ Emergency services at Sarvodaya Multispecialty Hospital are one of the most advanced centres in the region having an emergency care team consisting of neurosurgeon, emergency physician and Intensivist (only hospital to have Intensivist as a trauma team member), radiologist, gynecologist, and pediatrician, dental and facial-maxillary surgeon. The team is able to handle all medical, surgical or gynecology emergency be it a minor or a complex road traffic emergency requiring multidisciplinary approach. This department is having well equipped two ambulances with trained medical professionals.

➤ **OPERATION THEATER**

- ✓ Sarvodaya hospital is having separate OT complex consisting of
 - 2 laminar flow OT'S

- An aesthesia work station, and
- remote operated c-arm compatible operation table,

Each OT has its cautery units. OT complex is equipped with separate CSSD two c-arm and also backed up by portable x-ray machine and zeiss microscope (the only hospital in Hisar) for micro neurosurgical operations. The OT'S are equipped with postoperative ICU.

➤ **INTENSIVE CARE UNIT (ICU)**

Sarvodaya Hospital has 12 bedded state of art ICU equipped with 8 modern ventilators, infusion pumps, ABG analysis, and portable digital X-Ray machines.

- **NEONATAL ICU (NICU)**
Well equipped Neonatal ICU (NICU) with radiant heat warmer, Multi-parameters (NIBP, ECG, SPO2, Temp.), Infusion Pumps, & dedicated Neonatal ventilators.

Protocols of ICU-

- Patient: nurse – 1:1(for all patients)
- Patient counseling – done throughout the day;
- Family Meeting – done twice a day by the Intensivist.
- Protocol for infected patients –
 - Isolation
 - Visitor's policy- no visitor allowed inside the isolation room
 - Aseptic policy
 - Separate linen disposal in separate bags
 - Separate dressing trolley
 - Separate housekeeping material- dusters, mops etc
- Quality indicators-
 - Patient falls
 - Bed sores
 - Medication error
 - Nosocomial infections

✓ **SPECIAL LABOUR ROOM**

Five bedded air-conditioned Labor room with full time CMO'S and nursing staff with separate operation theater.

➤ **DEPARTMENT OF LAB SERVICES**

✓ **NEURO-PHYSIOLOGICAL LAB**

Fully equipped Neuro physiological lab includes 32 EEG with Brain Mapping, NCV & EMG, BAER, VEP, SSEP on latest Neuro perfect Medicaid System.

✓ **PATHOLOGY LABORATORY**

24 hrs. Pathology Laboratory with Auto analyzers, Electrolyte monitors under charge of Pathologist.

✓ **RADIOLOGY & IMAGING DEPARTMENT**

The hospital has following diagnosis facilities in the department of radiology and imaging

- i. Routine and special radiography
- ii. MRI 1.5 t(16 channel)
- iii. Slice (MDCT) GE (USA)
- iv. USG 4d, 3d and Doppler
- v. Color Doppler
- vi. Interventional radiology

➤ **PHYSIOTHERAPY & OCCUPATIONAL THERAPY UNIT**

Physiotherapy & occupational therapy unit with facilities for Short Wave Diathermy, Interferential therapy (I.F.T.), Therapeutic Ultrasound, continues passive motion , Cervical & Lumber traction, T.E.N.S. & stimulators, Quadriceps Chair & others.

➤ **CENTRAL STERILIZATION SUPPLY DEPARTMENT**

CSSD is the heart of the hospital infection control and the most important unit of the clinical support services. CSSD role lies in receiving, cleaning, packing, disinfecting, sterilizing, storing and disinfecting instruments as per well-delineated protocols and standardized procedures.

CSSD department in Sarvodaya hospital is a centralized department and the location of the department is in top floor.

Types of Sterilization-

- Steam- uses saturated steam (heat + water) at 138°C for 4minutes
- Ethylene Oxide
- Plasma

The Department is headed by Mr. Devilal

ZONES PRESENT (with color coding)-

- Decontamination Area
 - Clean Zone
 - Sterile Zone- Temperature-
- At the time of receiving the instrument at the CSSD department, the instruments are counted, checked for any damage and then segregated according to the method of sterilization required for the instrument.
 - Instruments used for the washing of the instruments are fully automatic.
 - For packing of the instruments SMS (Stem-Mid-Stem bond) paper and cloths are used which are specifically designed for the purpose (they have a zig -zag pattern).
 - Once sterilized and packed instrument can be used within 6 months.

EQUIPMENT LIST-

- Washer
- Autoclave
- Plasma sterilizer
- ETO sterilizers
- Dryers
- Air-guns
- Water-guns
- Ultrasonic cleaners

➤ **FOOD & BEVERAGES**

- Food & Beverage department is responsible for the supply of food to the in-patients and sometimes their attendants (if required) and staff of hospital and also for arranging food during various meetings and conferences in the hospital.
- It is approved by NABH.

Staff-7

Time table for the diet of the patient: (7 meals/day)

8-9AM	Breakfast
10:30-11:30AM	Morning Tea Soup
1-2PM	Lunch
4-5PM	Evening tea
6-7PM	Soup
8-9PM	Dinner

- If the patient is on Liquid diet then it is provided every 2 hours, 10 liq. Diet/day.

- Dinner of the same day, breakfast and lunch of the next day are decided prior in the evening and diet tickets are issued by the dietician and then given to the chef.
- Apart from these if patients want to have something extra, those can be provided to patient after consulting dietician and calling 601_205 from their room, no extra charges.

Quality Indicators for F n B department: Food Receiving, Food storage, Staffing

- The raw material is received everyday between 6:30-7am, washed and stored. The cutting is done on color coded chopping boards separately for Veg. and Non-Veg.
- The food sample is tested for any infection every 30 days.

➤ **AMBULANCE**

Sarvodaya hospital has 2 Ambulance with 24 hrs Services equipped with Ventilator, A.C., and Pulse Ox meter with CMO on duty.

➤ **HUMAN RESOURCE MANAGEMENT**

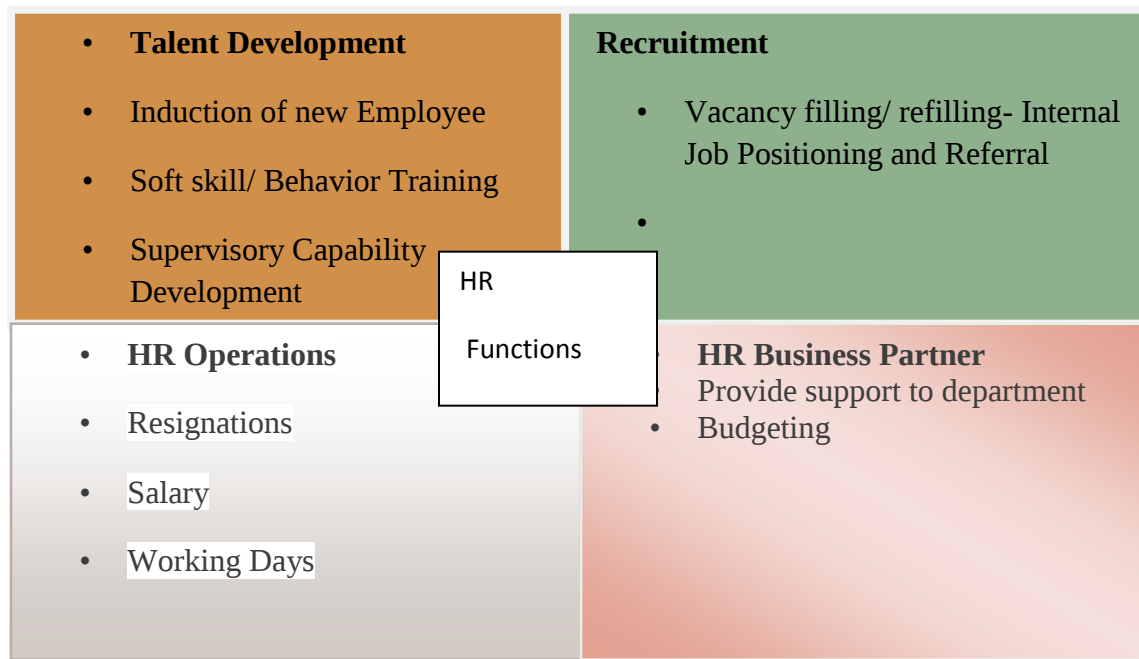
Human resource management (HRM or simply HR)

HR of hospital is primarily concerned with how people are managed within organizations, focusing on policies and systems.

Core Values of HR : Excellence, Credibility

Following are the policies undertaken by the Human Resource Management Department:-

- Human Resource Planning Policy.
- Job Profile Format.
- Recruitment policy.
- Training and development policy.
- Induction and Orientation policy.
- Performance appraisal Policy.
- Complaint & Grievances Redressal Policy
- Head of HR department –Ms.Zenia Gera



QUALITY DEPARTMENT

- ✓ It recommends quality tools and techniques to be used in measuring the hospital's quality performance and variations; and solving quality problems.
- ✓ It recommends procedures and guidelines to direct the practices used in performing corrective action.

Head of Quality department-Kumari Moushmi . It is located on basement.

ADMINISTRATIVE DEPARTMENT

Inspect the Stores, Kitchen, Garden, and Occupational Therapy Department and will see that they are functioning properly.

Staff -3 Head of Administrative department –Mr.Jaspal.

SWOT Analysis of Sarvodaya Hospital

STRENGTH

- High skilled clinical staff
- Advanced technology
- Recruitment process is completed in mostly in 10 days.
- Mostly internal sources are used
- Reputation
- Easily accessible.

OPPORTUNITIES

- ✓ New market and services
- ✓ New technology
- ✓ Tie up recruitment agencies

WEAKNESS

- ✓ High vacancy rate (for nurses)
- ✓ Huge investment of time.
- ✓ Moderate Employee turnover

THREATS

- ❖ High vacancy rates for nurses
- ❖ Long absent of nursing department
- ❖ Increasing no of private hospitals.

CONCLUSIVE LEARNING

- In Sarvodaya hospital recruitment and selection is an ongoing process. It is done almost every week.
- **HR** department promotes a working environment which is conducive to positive employee relations and promotes the personal and professional development of employees.
- Making salary of employees and how to appreciate good employees.
- There are directions in the hospital to reach every department of Hospital

LIMITATIONS

- ✓ Some of the worker don't have computer to do their work because of lack of computers they are able to do their work on time.

SUGGESTIONS:

- ✓ As Sarvodaya hospital is providing nephrology services i.e. dialysis services to patients. So I think there should be nephrologists on permanent basis.
- ✓ As in Sarvodaya hospital all cardiac instruments are present so I think SH should hire a cardiologist on permanent basis.
- ✓ As there is mismatch between biometric attendance and register attendance. I think try to strict employees towards biometric attendance.
- ✓ I think Emergency department should be expanded so that SH can able to treat more emergency patients easily.
- ✓ I think self role integration of employees should be increased.

A

PROJECT REPORT

ON

RECRUITMENT AND SELECTION PROCESS

IN SARVODAYA HOSPITAL

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INTRODUCTION

Recruitment and Selection is an essential part of Human resource management, designed to maximize employee strength in order to meet the employer's strategic goals and objectives. In short, Recruitment and Selection is the process of sourcing, screening, short listing and selecting the right candidates for the filling the required vacant positions. ¹

RECRUITMENT means attracting of qualified candidates for job opening that might have in a hospital or in an organization. SELECTION means finding out the most suitable candidate from qualified candidates.

Recruitment enlighten each applicant's skills, talents and their experience. Their selection involves developing a list of qualified candidate, defining a selection strategy, identifying qualified candidates, thoroughly evaluating qualified candidates and selecting most qualified candidate.

Every hospital follows the process of recruitment and selection process. In Sarvodaya hospital process is initiated on receiving in prescribed format duly approved by executive director. It should contain the particulars of roles, responsibilities, qualification .Most of the candidate are selected through consultancy and employee reference. The candidates who are selected go through written test group discussion, personal interview test; from these tests best candidate for the job is selected.

For every post of hospital approximately 30-40 resume are received. Out these the consultancy firm forward comes 10-12 resume to the hospital.

Overall manpower planning in Sarvodaya hospital is conducted systematically and the selection procedure is done by experts (HR Head, Head of Department, and M.S).

REVIEW OF LITERATURE

Recruitment is a process of attracting a pool of people from which qualified candidates for job vacancies can be chosen.(Byars and Rue)

- Recruitment is the process of searching for prospective employees and stimulating them to apply for jobs in the organizations. (Edwin B. Flippo)

Recruitment and selection is the process of getting human resources into organization's Departments, sections and jobs (McKenna & Beach 2008).

Steps in Recruitment and Selection Process¹³

The recruitment and selection process is a series of hurdles aimed at selecting the best candidate for the job.



- Step 1:Job Vacancy and Evaluate Need
- Step 2: Job Description& Job analysis
- Step 3:Attracting candidates
- Step 4:Preliminary screening
- Step 5:interviewing candidate
- Step 6:Selecting appropriate candidate
- Step7:Reference check
- Step 8:Offer letter

Step 1: Identify Job Vacancy

Proper planning and evaluation of the need will lead to hiring the right person.In proper planning

- ✓ Tasks carried out by the previous employee
- ✓ Duties has to perform
- ✓ Tasks /Duties to be added or removed according to situations.
- ✓ Supervisory responsibility
- ✓ Working hours

These criteria remembered in planning of hiring of employee.

Step 2: Job Description

Job description is the core of a successful recruitment process. It is used to develop interview questions, interview evaluations and reference check questions. A well-written job description:

- Clearly represent responsibilities and qualifications to attract the best suited candidates
- Serves as written documentation to help prevent, or defend against, discrimination complaints that employment decisions were based on rational business needs
- It identifies tasks, work flow and accountability, enabling the department to plan how it will operate and grow
- It is used for career planning and training by providing clear distinctions between levels of responsibilities and competencies required

- ***Identify Duties and Responsibilities***

Prior to developing the job description the hiring manager should identify the following:

1. General Information

- ✓ Department Name
- ✓ Department Head
- ✓ Supervisor Name
- ✓ Title of job vacancy

2. Job Purpose

- ✓ It includes the department's functions, the unit's functions, and/or the organization functions.
- ✓ Statement should summarize the positions of vacancy essential functions and its role in relation to supporting, administering, or managing the activities of the department, unit, or organizational unit.

3. Essential Functions

- ✓ Functions describe the duties and responsibilities of a position.
- ✓ Accurately describing the essential functions of the job, job seekers will have a clear understanding of the role and your expectations for performing them.

4. Minimum Requirements

- ✓ Basic qualifications which are required for applying the job
- ✓ It must be relevant and relate to the duties and responsibilities of the job.
- ✓ Can be assessed by reviewing the resume

5. Preferred Qualifications

- ✓ It is the skills and experience preferred in addition to basic qualifications and can be used to narrow down the pool of applicants

Step 3: Recruitment plan

The recruitment plan is typically developed by hospital administrator in conjunction with the Departmental HR Coordinator.

Recruitment plan elements:

- A. Posting Period
- B. Placement organizations
- C. Additional Advertising Resources
- D. Consultancy Agencies
- E. Resume Banks

Step 4: Post Job

Once the job description and job specifications are made for the vacancy then it should be posted on internet and intranet site So, that candidate attract towards it.

To post the job

- Firstly job is experienced by the worker of department then they discuss it with their supervisor. Then supervisor discuss it with HR head.
- HR discuss about with Medical Super indent.
- Medical Super dent discus about the job with Chairman of the orgnasition.after getting permission from chairman of the organization then medical superintend gives order to HR Head to write Job Specifications and Job descriptions of vacancy present and the criteria for choosing the desired candidate.
- Then the job is posted on intranet sites and internet sites and also conducts consultancy agencies.

Step 5: Develop Short List Candidate

Step 6: Conduct Interview

Interview is the most important step in the selection process.

It is the opportunity for the employer and prospective employee to learn more about each other and validate information provided by both.

Preparing for the Interview

The Panel of experts should determine the following:

- Format of the interview and order of questions
- Questions to be asked of all applicants and the weight assigned
- Who is going to ask which question

After the Interview

After completing the interview, committee members will complete one of the following evaluation tools and forward to the Head of Committee along with any interview notes. Candidate evaluations should be sure to include only those comments which are relevant to the requirements of the job

Step 7: Select Hire

✓ Final Applicant

Once the interviews have been completed, the committee will meet to discuss the interviewees. Committee members will need to assess the extent to which each one met their selection criteria.

- The best candidate for the job was chosen based on qualifications

✓ Checking References

It is done to ensure candidate's work performance and behavior from prior organization.

Step 8: Selection

After completion of the recruitment process the offer to the selected finalist is made.

RATIONALE

Attracting the right caliber of people is essential for the success of any organization in reaching their strategic goals. Effective recruitment and selection processes will ensure that

the right people, with the right amount of skills and experience and the right organizational fit are aligned with that organizational goals. So recruitment and selection process is very important process in every organization and it is must for hospital setting. As we know in hospital patients treatment occurs. Every patient comes to hospital with a big trust. Hospital has to maintain these trusts

OBJECTIVES

- To know the various source of recruitment and their availability at Sarvodaya Hospital.
- To obtain the feedback of employees about the recruitment and selection procedures followed in the Sarvodaya hospital.
- To review the recruitment process and to make improvements to forthcoming recruitment programs at Sarvodaya Hospital.
- To find out effectiveness of selection procedures at Sarvodaya Hospital.
- To know the various methods of selection procedures adopted by Sarvodaya Hospital.

RESEARCH METHODOLOGY

- **Study Design** -: Analytical cross-sectional
Initially I made a questionnaire of 10 multi-choice questions. Got it filled personally from 100 sample size comprising of doctors, nurses, administrative department employees and supportive staff. Questionnaire is attached below with details of respondents. Data collection was done over a period of 1 week. Mainly, primary data collection was done along with finer details about resumes from HR head. Then data was analyzed and interpretation is below.
- **Study Site**- Sarvodaya Hospital, Hisar
- **Study Population**- employees in Sarvodaya Hospital

S.NO	Designation	No. of employees	Respondents
1	Administrative staff	55	15
2	Clinical staff(nursing staff and Doctors)	345	55
3	Supportive staff	50	30

- **Duration of Study-** 2 Months(13 April-12 June)
- **Type of Data-** Quantitative (information available on the basis of questionnaire)
- **Sample size – 100**

Due to limitation of time I will able to collect only 100 samples.

- **Sampling technique:** non probability sampling

As each item in the population is included in the sample. So, it is non probability sampling means to say that each staff of Hospital presents in sample.

- **Tool-** checklist
- **Data collection-**Primary and Quantitative (3 weeks)

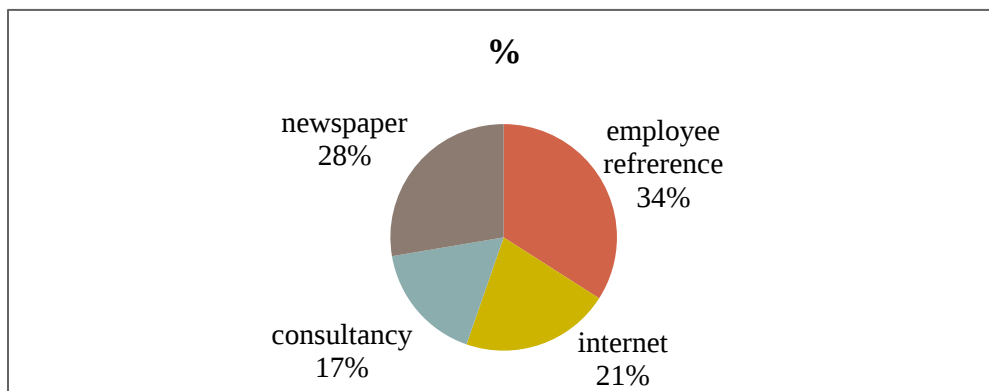
As data collected on basis of questionnaire

- **Data Analysis-** Using bar charts, pie charts in Microsoft Excel

DATA ANALYSIS & INTERPRATATION

1. How did you know about Sarvodaya Hospital?

- Newspaper
- Internet
- Friends &Relatives
- Consultancy agencies

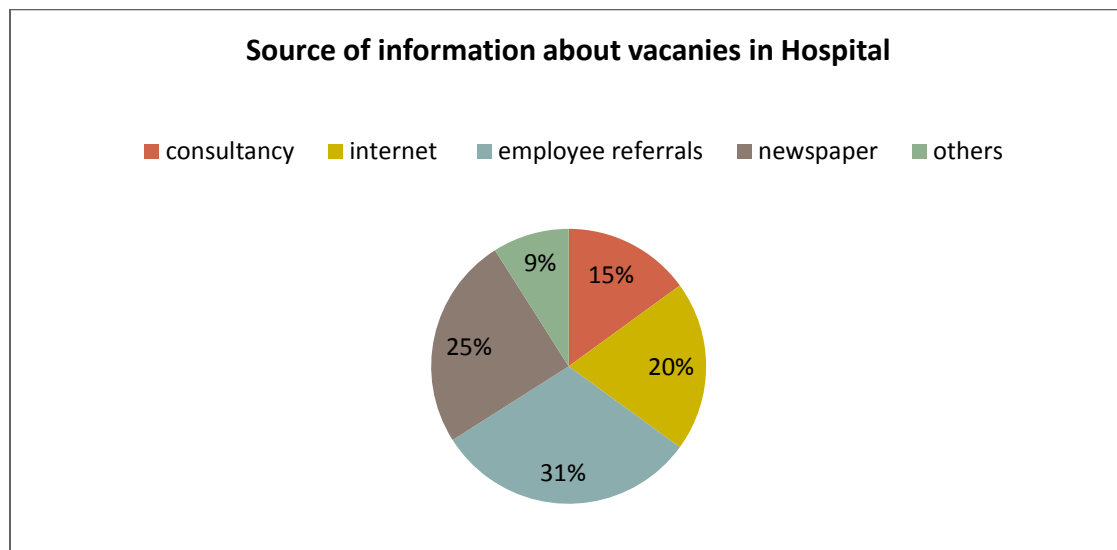


INTERPRATATION-

- Most of candidate comes to know about Sarvodaya Hospital through employee reference.

2. How you come to know about vacancies in Sarvodaya hospital?

- a) Newspaper
- b) References
- c) internet
- d) Consultancy agency



INTERPRATATION-

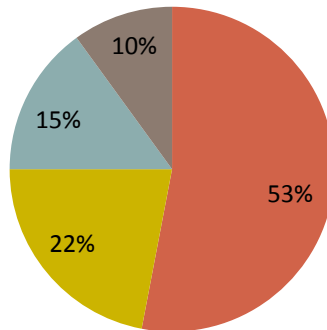
- Most of candidate for vacancies in Sarvodaya Hospital comes through employee reference.

3. According to you selection process in hospital is right?

- a) Agree
- b) Somewhat agree
- c) Disagree
- d) Somewhat disagree

View of employees about selection process is right

agree somewhat agree disagree somewhat disagree



INTERPRATATION

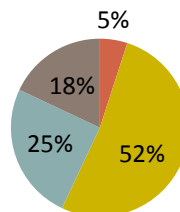
✓ Most of the employees are satisfied by way of selection process.

4. According to you what should be present in selection process?

- a) Group discussion
- b) Written examination
- c) Telephonic interview
- d) Face to face interview

Employees point of view about what should be present in selection process

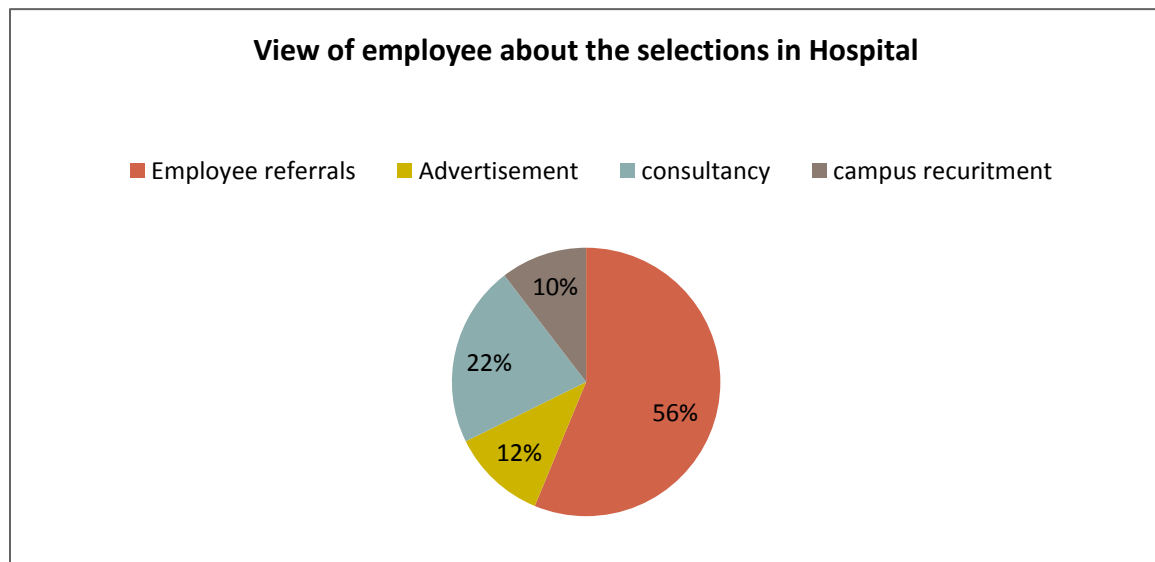
telephonic interview face to face interview written test group interview



INTERPRATATION

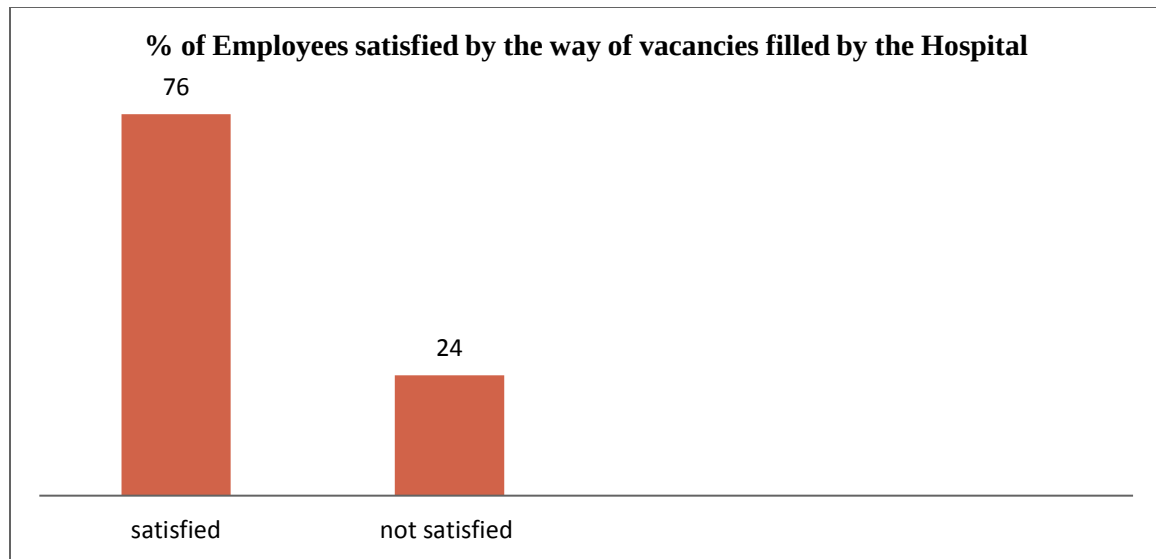
- Most of the employees prefer face to face interview in selection process.

- ✓ As we come to know 52% wants face to face interview in selection process, which is already present in selection process.
- 5. According to you most of the selection in hospital occurs through
 - a) Employee referrals
 - b) Consultancy agencies
 - c) Through advertisement
 - d) Campus recruitment.



INTERPRATATION

- Most of the selection occurs through employee referrals in Sarvodaya hospital.
- 6. Are you satisfied by the way of vacancies filled by the hospital?
 - a) Yes
 - b) No

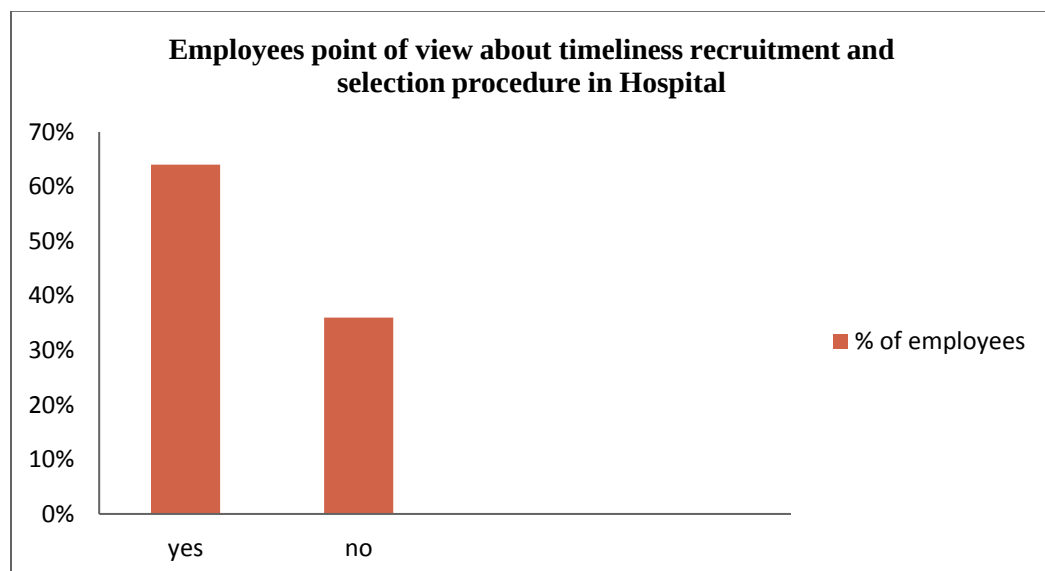


INTERPRATATION

- Most of the employees are satisfied by the way of vacancies filled by the hospital.

7. Is the hospital doing timeliness recruitment and Selection process?

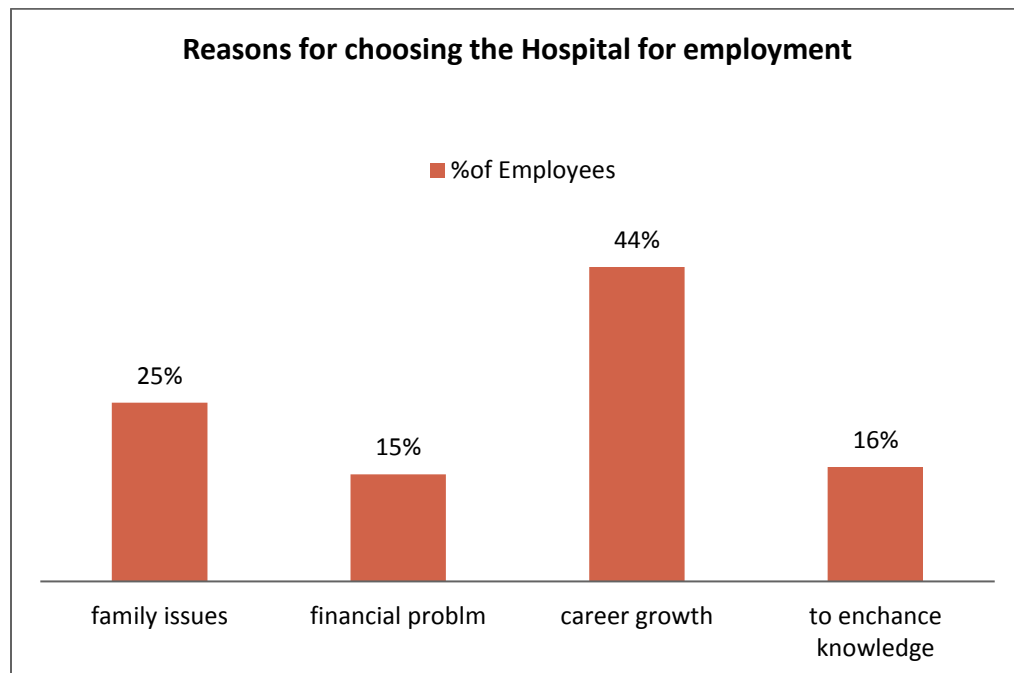
- Yes
- No



INTERPRATATION

- According to most of employees hospital is doing timeliness recruitment and selection process.

8. Why do you choose this hospital?
- To enhance your knowledge.
 - For your career growth
 - For your financial help
 - Due to family issues

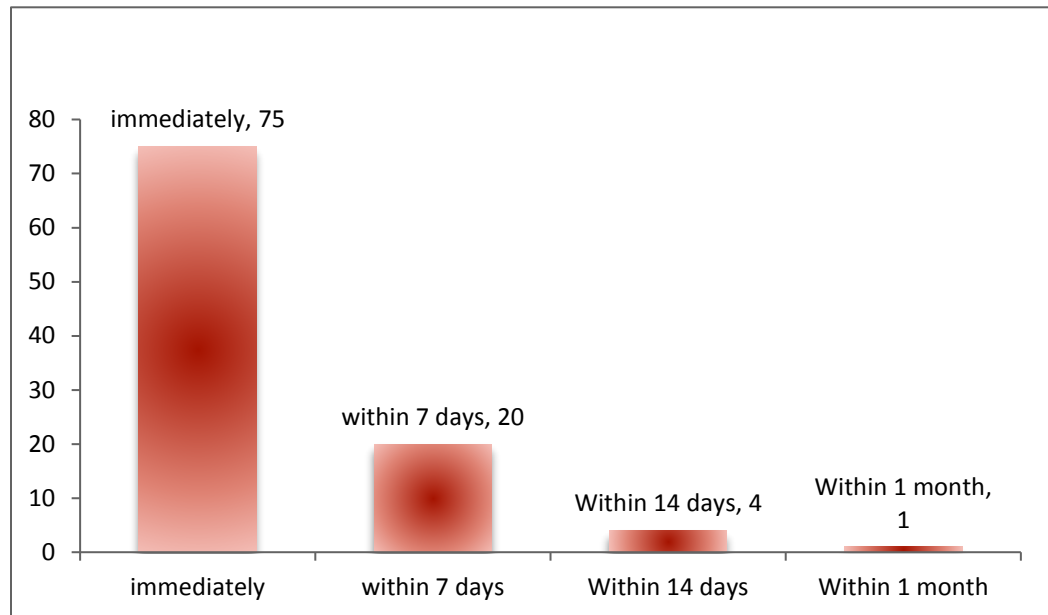


INTERPRATATION

- Most of candidate choose hospital for their career growth .This is the good sign for reputation of hospital

9. How much time is given to you to join the hospital?
- Immediately
 - Within 7days
 - Within 14 days

d) Within a month

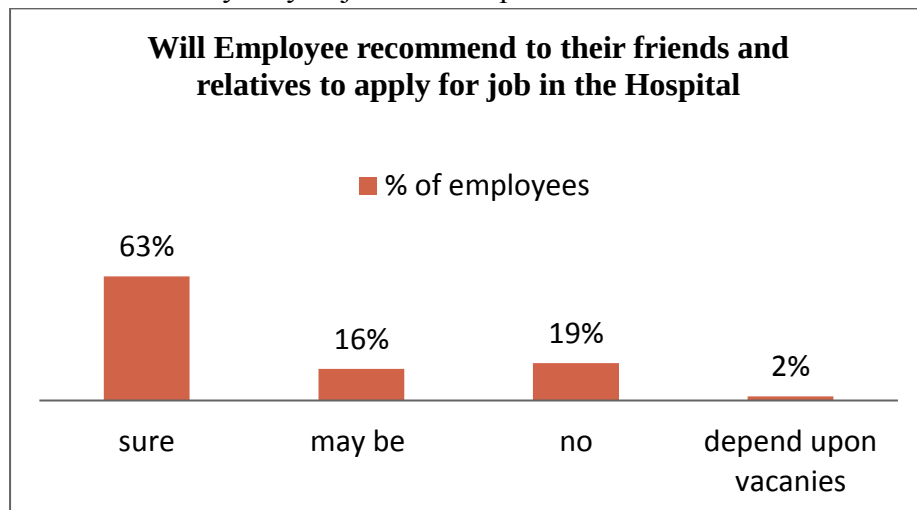


INTERPRATATION

- Most of the candidate needs to join hospital immediately.

10. (1) Will you advice your friends and relatives to apply for job in this hospital?

- Sure
- May be
- Depend on vacancy present in hospital.
- I don't advice anybody to join this hospital



INTERPRATATION

Most of employees would advice their family and relatives to apply for job in the hospital

Summary of Result

- ✓ Most of the recruitment in Sarvodaya Hospital is done through employee referrals followed by consultancy.
- ✓ Most of candidate prefer face to face interview in selection process.
- ✓ It is found that selection process in Sarvodaya Hospital is effective in getting right candidate.
- ✓ It is found most of candidates prefer to choose Sarvodaya hospital for their career growth.
- ✓ It is found that most of the candidates join hospital immediately after offering job letter.
- ✓ The candidates are informed about the number of rounds in selection process.

Recommendations

- ❖ It is found that most of the selection is done by employee referrals so Sarvodaya hospital should increase others mode of recruitment i.e. by increasing campus recruitment or through advertisements.
- ❖ Should increase nurse's recruitments as there is less nurses available in ICU departments and other departments.
- ❖ Should be strict about the attendance of nurses as it was observed some nurses came late to hospital and left early before their duty ends.
- ❖ From the study on recruitment and selection process it was found that in Sarvodaya hospital there is high turnover of employees So, fringe benefits to be provided to their employees.

Annexure

Checklist

Name_____ Sex- _____ Age_____ working
department_____

Experience of working in Sarvodaya Hospital_____

1. How did you know about Sarvodaya Hospital?
 - e) Newspaper
 - f) Internet
 - g) Friends & Relatives
 - h) Consultancy agencies

2. How you come to know about vacancies in Sarvodaya hospital?
 - e) Newspaper
 - f) References
 - g) internet
 - h) Consultancy agency

3. According to you selection process in hospital is right?
 - e) Agree
 - f) Somewhat agree
 - g) Disagree
 - h) Somewhat disagree

4. According to you what should be present in selection process?
 - e) Group discussion
 - f) Written examination
 - g) Telephonic interview
 - h) Face to face interview

5. According to you most of the selection in hospital occurs through
 - e) Employee referrals
 - f) Consultancy agencies
 - g) Through advertisement
 - h) Campus recruitment.

6. Are you satisfied by the way of vacancies filled by the hospital?

- c) Yes
- d) No

7. Is the hospital doing time to time recruitment and Selection process?

- a. Yes
- b. No

8. Why do you choose this hospital?

- e) To enhance your knowledge.
- f) For your career growth
- g) For your financial help
- h) Due to family issues

9. How much time is given to you to join the hospital?

- e) Immediately
- f) Within 7days
- g) Within 14 days
- h) Within a month

10. (1) Will you advice your friends and relatives to apply for job in this hospital?

- e) Sure
- f) May be
- g) Depend on vacancy present in hospital.
- h) I don't advice anybody to join this hospital?

(2) If your answer is (d) then why you don't advice to join this hospital?

- a) Due to climate of hospital.
- b) Due to working conditions of hospital.
- c) Others please specify-----

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