

**Summer Training at
Sakra World Hospital, Bangalore
(April 10- May 31, 2014)**

Assessment of Recruitment and Selection Process for Talent Acquisition

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**MBA- Hospital & Health Management (MBA-HM)
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**The IIHMR University, Jaipur
2014**

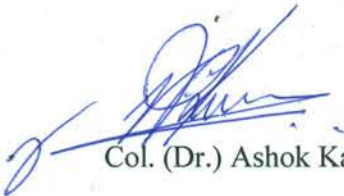
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CERTIFICATE

This is to certify that Dr. Harsha Tiwari has undergone her summer training in **Sakra World Hospital, Bangalore** from 01th April to 31st May, 2014. The candidate herself carried out all the studies related to her summer training. Her approach to the study has been scientific and analytical. This summer training is the partial fulfilment of the course requirement recommended for awarding the Post Graduate Diploma in Health and Hospital Management.

I wish her success in all her future endeavours.



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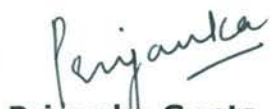
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TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Dr. Harsha Tiwari**, D/O- Mr. Y N Tiwari, a student of PGDHM , IIHMR, Jaipur has successfully completed 02 months Summer internship programme from **1st April 2014 to 31st May 2014** at Sakra World Hospital (A Unit of Takshasila Hospitals Operating Private Limited). During the period of her internship programme with us she was found punctual, hardworking and inquisitive.

We wish her all the very best for her future endeavors.

For **Takshasila Hospitals
Operating Pvt. Ltd**



Priyanka Gupta
Senior Manager- Human Resources

A Kirloskar + Toyota Tsusho + Secom Hospitals Japan venture

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„When a person is helped, guided and co-operated his or her heart is bound to pay gratitude.“

My summer internship training experience has been filled with challenges and people that I will appreciate forever, numerous people have contributed in varying capacities which permitted completion of this project.

I take this opportunity to express my profound gratitude and deep regards to Dr. S D Gupta (Director, IIHMR), Dr. Ashok Kaushik (Dean, IIHMR) I also take this opportunity to owe my thanks and deep regards to my mentor Dr. Neetu Purohit (Associate Professor-IIHMR Jaipur) for her exemplary guidance, monitoring and constant encouragement throughout the internship.

I also take this opportunity to express a deep sense of gratitude to Dr. SV Kiran (Vice president ,HR and operations Sakra world hospital) and my company mentor Ms. Priyanka Gupta (Senior Manager, HR Sakra World Hospital)for their cordial support, valuable information and guidance, which helped me in completing this task through various stages .I will also like to thank Mr. Babu Ramamurthi (Senior Manager- Training and Development),Mr. Raaz Chowdhary (Assistant Manager- HR),Mr. Nishant Nambiar(Senior Manager-HR) Mr. Murali Krishna (Assistant Manager- HR) and Mr. Deepak Shetty(Assistant Manager- HR) for their continuous support and guidance. The blessing help and guidance given by them time to time shall carry me a long way in the journey of life on which I am about to embark.

I am obliged to staff members of Sakra World Hospital for the valuable information provided by them in their respective fields. I am Grateful for their cooperation during the period of my assignment. Lastly, I thank almighty, my parents, brother and friends for their constant encouragement without which this assignment would not be possible.

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ABSTRACT

People are vital and most important for the development of the organization. Talent acquisition is the process of finding and acquiring skilled human labor for organizational needs and to meet any labour requirement Talent acquisition is a strategic function of an organization. Recruitment policy is concerned with quantity and qualification of manpower. The aim of an effective recruitment program is to attract the best people for the job. In both talent acquisition and recruitment candidates are selected for job but talent acquisition is more than this. It is beyond recruitment and selection.

The main objective of the study that I have done in Sakra World Hospital is to understand the process of recruitment and selection process being followed and identifying the problem area in the process and making recommendations to enhance talent acquisition .. It included both intense review of literature and observation as well as participation in the recruitment and selection process.

ABBREVIATIONS

- FT- Feet
- Mtrs- Metres
- Sq- Square
- IT- Information Technology
- SEZ - Special Economic Zone
- HR- Human Resource
- HRM- Human Resource Management
- OPD- Out patient department
- IP- Inpatient
- TPA- Third party administrator
- Neuro- Neurology
- OT- Operation theatre
- ICU- Intensive Care Unit
- CATH-Catheterization
- SCI- Science
- CCU - Critical Care Unit
- 1st- First
- 2nd- Second
- 3rd- Third
- 4th- Fourth
- 5th- Fifth
- 6th- Sixth

INTRODUCTION TO ORGANIZATION

The Sakra World Hospital is a joint venture between Kirloskar, Secom and Toyota Tsusho .The Sakra World Hospital is committed to advanced medical care through innovative and efficient physicians. Sakra utilize the newer medical technologies, advanced clinical methods and develop protocols to improve our outcomes ensuring the good health of the community around us.

The promoter groups including Kirloskar which is well known for its work in field of engineering and manufacturing, Secom which is a leading name in Japan in field of healthcare , homecare ,emergency care , security and which also holds experience of 5500 bedded Secom hospitals in Japan in 18 locations and the Toyota Tsusho which works in the field of investment and technology , they all came together under the name of Taksashila hospitals operating private limited and to put the foundation of Sakra world hospital.

Sakra World Hospital is a multi-super specialty hospital, in Bangalore. A flagship hospital, with 300 beds, which is the first step towards providing an infrastructure of 20,000 beds, pans India. A joint venture between Kirloskar, Toyota Tsusho, and Secom Hospitals Japan- Sakra World Hospital provides an advanced infrastructure.

Land area for the hospital is 11008 sq.mtrs or 118446 sq ft.built up area for the hospital is 40206 sqmtrs or 432638 sq.ft. .Building height is 24.3 mtrs, proposed height of helipad is 6.0 mtrs Hospital has a helipad on the top. Major expertise of the hospital is in the field of Orthopaedics, Neurosciences, Trauma care and Cardiology.

Hospital has state of art infrastructure with specialized Operation Theatres (OT) which are equipped for very advance surgical procedures. The hybrid OT and the Minimal Invasive Surgery OT will revolutionize patient care by reducing surgical time and body cuts to a minimum. Faster and sophisticated Imaging equipment with advanced PACS system and fully automated diagnostic machines will radically reduce time of diagnosis and starting the treatment. A completely equipped Trauma unit & Mobile ICU are focused to provide high end and prompt service to the accident cases

Keeping affordability in mind, the inpatient rooms are designed as per Japanese architecture. These rooms are equipped with comfortable automated beds and infection control measures. The IP TVs will provide all the entertainment with information exclusive to the patient.

The Hospital Believes that recovery is also important as the treatment, so they have well equipped, highly advanced with well trained and skilled staff –Rehabilitation centre” for the early and proper recovery of patients.

VISION

We commit to medical care that enhances the quality of human life.

MISSION

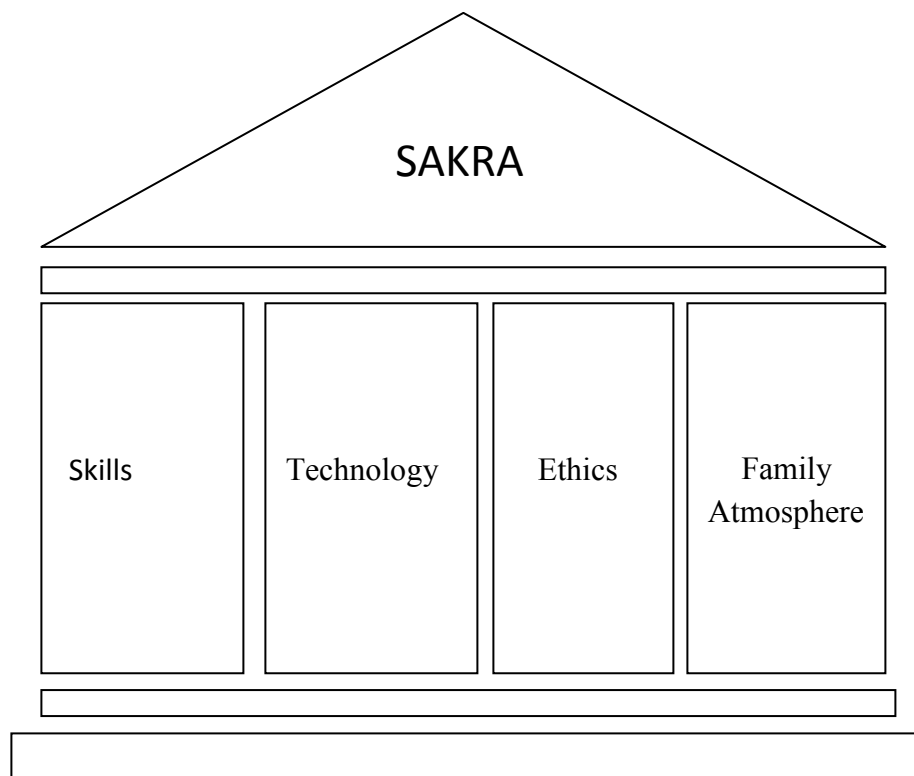
- Providing high quality medical care through cutting edge technology and highly skilled manpower.
- Caring beyond the treatment include complete after-care.
- Being responsible for the patient's well-being and continuous enhancement of his quality of life.

CORE VALUES (9)



- 1) *Safety*: To protect and safeguard our patients from any harm and infection and maintain the highest safety standards for a safe workplace for all.
- 2) *Team Practice*:-To work together with different professions and integrate medical and non-medical functions to deliver the best solution and care to all patients.
- 3) *Trust*:-To create an institution where people can rely on our medical treatment and care.
- 4) *Integrity*:-To act truthfully or accurately, and doing what is right even when it is difficult
- 5) *Honesty*:-To be true to the task for the best outcome.
- 6) *Empathy*:-To be sensitive to the patient's feeling and needs for care and prompt attention with understanding.
- 7) *Respect*:-To show regard and appreciation for everyone, mean honour and esteem that includes respect for self, respect for the rights and dignity of all persons, and respect for the environment that sustains life.
- 8) *Excellence*:-Genuine Commitment to deliver the highest standard of surgery, post care, diagnosis & treatment with the most convenient and caring experience; using experienced and skilled personnel, effective processes, appropriate technology, best practices, collaborative effort and training and development.
- 9) *Ethics*: -Ethical conduct of all business and clinical practices, not just meeting compliances, but also exceeding them.

FOUR PILLARS



HOSPITAL LOGO



The brand and logo of Sakra World Hospital has derived from the word –*Sacrum*” which is the tail bone of the vertebral column and –*Sakura*”, flowering Cherry, National flower of Japan . The logo is in the shape of cross which is a symbol of many facets. It is a positive sign and sign of hope and recovery. It indicates that disparate paths and avenues can converge for the purpose of harmonious function.

The logo has four petals conjoined at the stem; the flower metaphor lends certain softness to the brand. A hospital brand also has essential qualities of care, nurturing and empathy. Hence the logo represents a coming together of strength and energies. The colors of logo are coral, mauve, orchid blue and teal which symbolizes the amalgamation of healing calming and relaxing process. Each of the colors has a meaning to it.

CORAL- Heals grief and sadness | Restores youthfulness | Brings you in contact | Connects you with your feelings

MAUVE-Slows down an over-active heart | Stimulates the spleen and the white blood cells (immunity) | Soothes mental and emotional stress | Decreases sensitivity to pain | Helps in detoxification

TEAL-Healing, calming and relaxing | Teal increases intuition and sensitivity while dissipating any sensation of stress

ORCHID/BLUE-Elemental water and elemental air | Deities of the sea | truth and wisdom | Peace and tranquility | calmness | truth | wisdom | justice | counsel | guidance | understanding | patience | loyalty and honor | sincerity | devotion | healing | feminine

HOSPITAL PLAN

This hospital has a unique “H” shaped design, inspired by Japanese hospitals. It allows free movement for patients, avoids un-easy turns and intersections, easy access to the central lifts, windows for all patient rooms.

Keeping privacy, infection control and affordability in mind, the inpatient rooms are customized without compromising on services. Room designs are flexible, to allow single rooms to be converted into twin rooms. This accommodates high demand for the twin category.

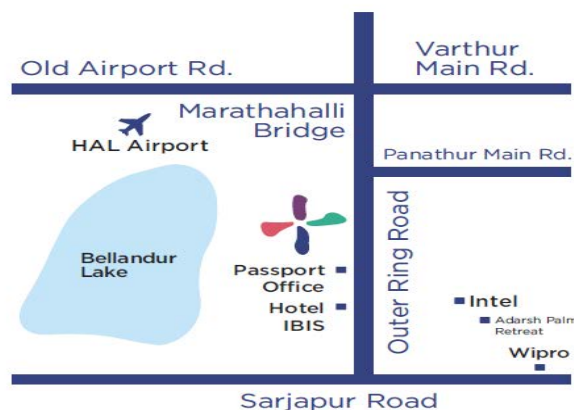
The hospital has isolation rooms in each ICU to provide extra care to patients with infection. Bedside facilities, such as oxygen supply, are kept after mapping even the future requirements, flexibility and minimum movement possible for the treating doctors and nurses.

Hospital has ten floors divided into four wings (a, b, c, d)

- Lower basement
- Upper basement
- Ground floor
- First floor
- Second floor
- Third floor
- Fourth floor
- Fifth floor/ auditorium floor
- Mezzanine floor

LOCATION

- Located in Devarabeesanahalli surrounded by SEZ and IT
- Around 45 km from Airport, around 12 km from the railway station
- No other established hospitals exist in the locations



DEPARTMENTS

The Sakra World Hospital is equipped to render complete services for treatment of emergency, acute, routine and follow up care for patients of all age groups. Clinically it is divided into nine institute and fourteen Departments as following-

Institutes

1. Institute Of Cardiac Sciences
 - i. Cardiology
 - ii. Cardiothoracic and vascular surgery
2. Institute of Critical care medicine
3. Institute of Digestive and hepatopancreatobiliary sciences
 - i. -Gastroenterology and hepatology
 - ii. -Gastrointestinal and hepatopancreatobiliary surgery
4. Institute of Endocrinology, Diabetes, Thyroid and Osteoporosis
5. Institute of Internal medicine
6. Institute of Neurosciences
 - i. -Neurology neurosurgery
 - ii. -Spine surgery
7. Institute of Orthopaedics
8. Institute of Renal sciences
 - i. -Urology and andrology
 - ii. -Nephrology
9. Institute of Women and child health
 - i. -Obstetrics and gynaecology
 - ii. -Fertility and foetal medicine
 - iii. -Paediatrics and neonatology
 - iv. -Paediatric surgery

Departments

1. Department of Anaesthesia
2. Department of Dental Sciences
3. Department of Dermatology
4. Department of Emergency Medicine
5. Department of E.N.T and Head and Neck Surgery
6. Department of Laboratory Medicine
7. Department of Ophthalmology

8. Department of Plastic surgery
9. Department of Psychiatry
10. Department of Radiology and Imaging – Interventional Radiology
11. Department of Physical Medicine and Rehabilitation and Sports Medicine
12. Department of Rheumatology
13. Department of Respiratory and Sleep Medicine
14. Department of Transfusion Medicine

Laboratory services:- The laboratory services in Sakra World Hospital functions under the name of following divisions:-

- Microbiology
- Biochemistry
- Blood Bank
- Histopathology
- Hematology
- Pathology

Other Important Departments:-In any hospital it's all department uniformly functions together to provide high quality care to patient. These Departments can be clinical , non-clinical, technical, administration or supportive in functions. Apart from major clinical departments some other departments in Sakra World Hospital contributing for its success are-

- Central Sterile Supply Department
- Administration
- Human Resource
- Nursing
- Patient Care Services
- Operations
- Security And Fire Safety
- Finance And Account
- Engineering
- Purchase and Supply Chain
- Medical Administration
- Information Technology

- Clinical Engineering, Facilities And Quality
- Bio-Medical Engineering
- Marketing
- Nursing
- Dietetics
- Medical Records
- Housekeeping
- Maintenance
- Food and beverage

FACILITY LAYOUT

Sakra World Hospital	
6 th -floor	(Under construction)
5 th - floor	OBG Triage, NICU, Labour rooms, Executive Suite, Single deluxe, Pre/Post Care, Standard Single, Twin Sharing
4 th - floor	
3 rd floor	Patient rooms, Standard single, Twin Sharing, Single deluxe, Institute of Neuroscience
2 nd -floor	Patient rooms, Standard singles, Economy wards, Healing gardens, Rehabilitation and Physiotherapy, IPD billing, CSSD
1 st -floor	OT, ICU, ICU waiting area, Daycare, Pre/Post care
Ground Floor	Multispecialty OPD, laboratory, Dialysis, Cardiac OPD, Endoscopy, CCU, Cath Lab, Neuro Sci OPD
Basement -2	Front office, TPA, Neuro OPD, Emergency, Radiology and imaging, prayer room, pharmacy shop, cafeteria, kitchen,
Basement-1	Pharmacy, Purchase, security, Blood Bank, Medical Record
	Administration, International patient lounge, Mortuary, Cafeteria
	Parking area

Assessment of Recruitment and Selection Process for Talent Acquisition

INTRODUCTION

People forms an integral part of the organization. The efficiency and quality of it people determines the fate of the organization. People are vital and most important for the development of the organization. Also, as they are talent which has been acquired by the organization, so they will be valued and will be well taken care by the organization.

HRM

The process of hiring and developing employees so that they become more valuable to the organization. Human Resource Management includes conducting job analysis, planning personnel needs, recruiting the right people for the job, orienting and training, managing wages and salaries, providing benefits and incentives, evaluating performance, resolving disputes, and communicating with all employees at all levels.

MANPOWER PLANNING

–Process of identifying and responding to organizational needs and charting new policies, systems, and programs that will assure effective human resource management under changing conditions in the future”

“Getting the right people, at the right place, on the right time”

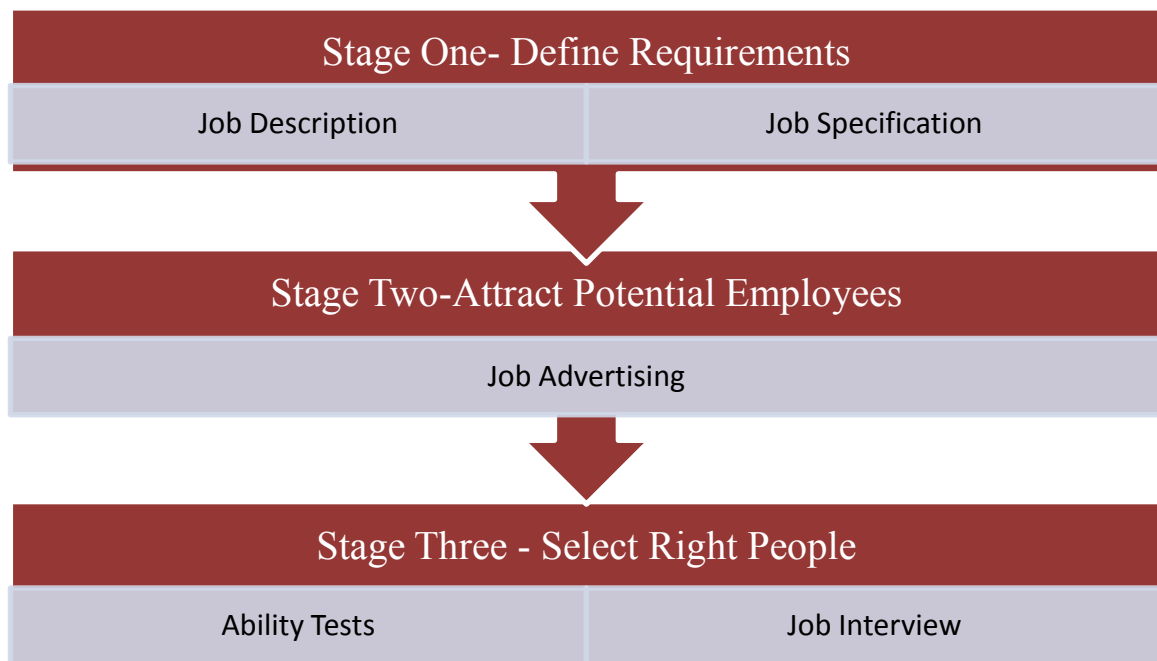
The biggest constraint to pursuing growth anywhere is lack of talent availability. Getting the talent and retaining them is the major challenge for all organizations today. It is becoming intensively competitive. So talent acquisition is very important from organizations point of view.

Talent acquisition of course not new; it is the simple process of recruiting good talent to meet company needs. However, talent acquisition is quickly evolving into a unique Strategic Talent Acquisition which takes a long-term view of not only filling positions today, but using the candidates that come out of a recruiting campaign as a means to fill similar positions in the future.

Hiring is a strategic function for HR department (Time frame from the period of requisition of man power being made till the person actually joining). It constitutes of both Recruitment and selection processes The Recruitment and selection is the major function of the human

resource department and recruitment process is the first step towards creating the competitive strength and strategic advantage for the organization

Talent acquisition includes recruitment and selection but it is beyond simply recruitment and selection. It is much more than that. The process of recruitment and selection can be mainly divided into three stages as following



REVIEW OF LITERATURE

One of the most surprising outcomes of the 2007-2009 recession is that talent acquisition — particularly top talent — is actually harder, not easier, than before the downturn. Despite the fact many well-respected, out-of-work executives are clamoring to get back in the game, surveys show companies are failing to find the right talent to fill reinstated positions. In a recent study by the Corporate Leadership Council, 72 percent of companies predict they will have a large number of leadership vacancies over the next three to five years. Even more surprising, 76 percent said they are “less than confident” in their abilities to adequately staff these positions.¹

Throughout the talent acquisition process, every point –of-contact is an opportunity to strengthen (or weaken) candidate or new-hire engagement and to accelerate (or slow) time-to-productivity²

Companies looking to recruit and acquire talent must now compete on a new battlefield- a battlefield shaped by new global talent networks and social media and defined by employment brands and changing views of careers. Sixty percent of respondents to a global survey have updated or are currently updating and revamping their talent sourcing strategy, and another 27 percent are considering changes³

Gone are the days when an employer had a wide range of outstanding candidates to choose from. In today's tight market candidates know their value and can pick and choose from a wide selection of offers.⁴

Talent Acquisition

Talent acquisition is the process of finding and acquiring skilled human labor for organizational needs and to meet any labor requirement (Acquiring of talent and not the candidate). Talent acquisition is a strategic function of an organization, encompassing talent procurement, but also workforce planning functions such as organizational talent forecasting, talent pipelining, and strategic talent assessment and development.

When used in the context of the recruiting and HR profession, talent acquisition usually refers to the talent acquisition department or team within the Human Resources department. The talent acquisition team within a company is responsible for finding, acquiring, assessing, and hiring candidates to fill roles that are required to meet company goals and fill project requirements.

Talent acquisition as a unique function and department is a relatively new development. In many companies, recruiting itself is still an indistinct function of an HR generalist. Within many corporations, however, recruiting as a designation did not encompass enough of the duties that fell to the corporate recruiter. A separate designation of talent acquisition was required to meet the advanced and unique functions.

Talent acquisition is quickly becoming a unique profession, perhaps even distinct from the practice of general recruitment. Talent acquisition usually involves not only the sourcing tactics, candidate assessment, and compliance and hiring standards, but also employment branding practices and corporate hiring initiatives.

Talent Acquisition versus Recruitment-

Talent acquisition as a function has become closely aligned with marketing and PR as well as Human Resources. As global organizations need to recruit globally with disparate needs and requirements, effective recruiting requires a well thought out corporate messaging around

hiring and talent development. Talent acquisition professionals often craft the unique company message around the approach the company takes to hiring and the ongoing development of employees. The employment brand therefore encompasses not only the procurement of human capital, but the approach to corporate employee development. The unique needs of large companies especially to recruit and hire as well as attract top talent led to the development of a unique talent acquisition practice and career.

The recruitment role is responsible for sourcing talent and bringing qualified candidates to the company. However, modern talent acquisition is becoming a unique skill-set. Because talent acquisition professionals many times also handle post-hire talent issues, such as employee retention and career progression, the talent acquisition role is quickly becoming a distinct craft. Some recruitment industry advisors even advocate for a talent department unique from the HR department, because talent acquisition and development is so intertwined with a company's ultimate success and effectiveness.

These future positions may be identifiable today by looking at the succession management plan, or by analyzing the history of attrition for certain positions. This makes it easy to predict that specific openings will occur at a pre-determined period in time.

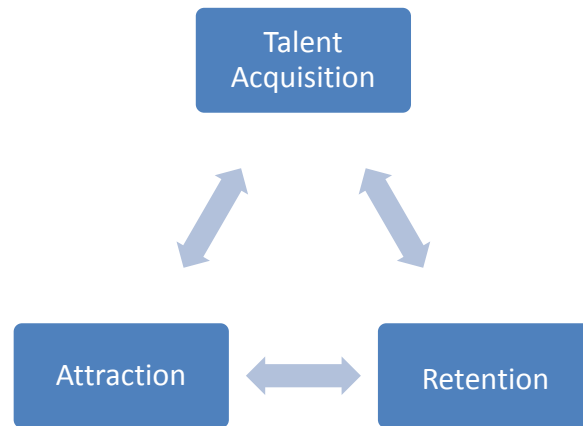
Acquisition which takes a long-term view of not only filling positions today, but using the candidates that come out of a recruiting campaign as a means to fill similar positions in the future. In the most enlightened cases of Strategic Talent Acquisition, clients will recruit today for positions that do not even exist today but are expected to become available in the future

Importance of talent acquisition:-

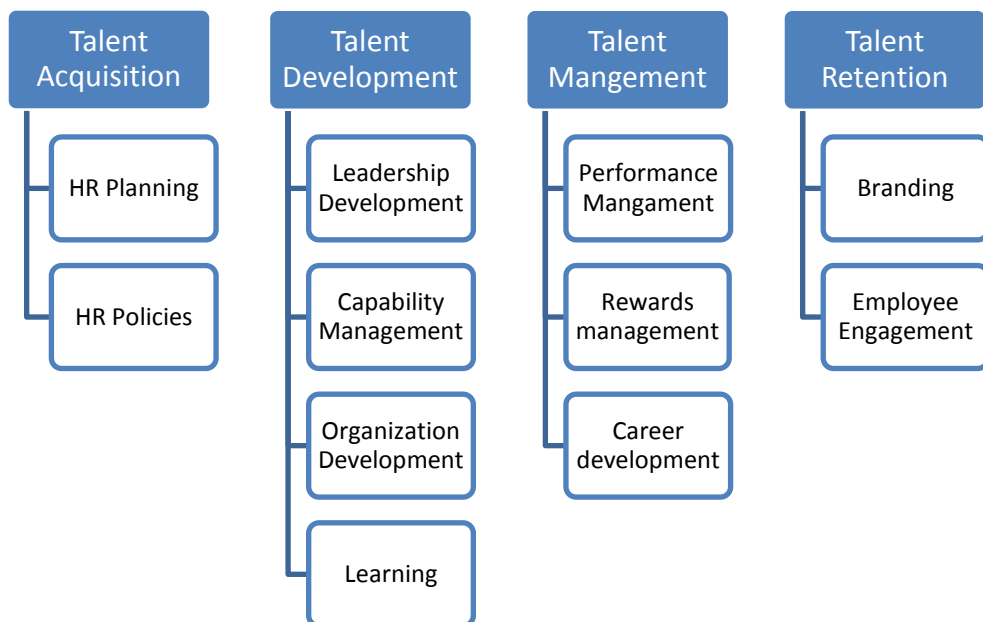
- Understanding workforce demographics (future and current).
- Identifying organizational and cultural issues impacting talent acquisition.
- Knowledge of industry trends and emerging issues.

❖ Talent acquisition has two parts :-

1. Attraction
2. Retention



- ❖ Talent acquisition consists of strategies for attracting more and more talented candidates and also the strategies for their retention in the organization.
- ❖ The Talent paradigm consists of
 - Talent Acquisition
 - Talent development
 - Talent Management
 - Talent Retention



Recruitment

Recruitment is the process of seeking and attracting a pool of people from which qualified candidates for job vacancies can be chose --Byars and Rue

Recruitment is the process of attracting a group of people from which qualified candidates can be selected to fill a job vacancy. Recruitment policy is concerned with quantity and qualification of manpower. It also gives guidelines for the staffing process. The aim of an effective recruitment program is to attract the best people for the job.

Needs of Recruitment: -

According to David A De Cenzo needs of recruitment can be of three types planned, anticipated or unexpected (resignations, death, accidents).

Purpose:-

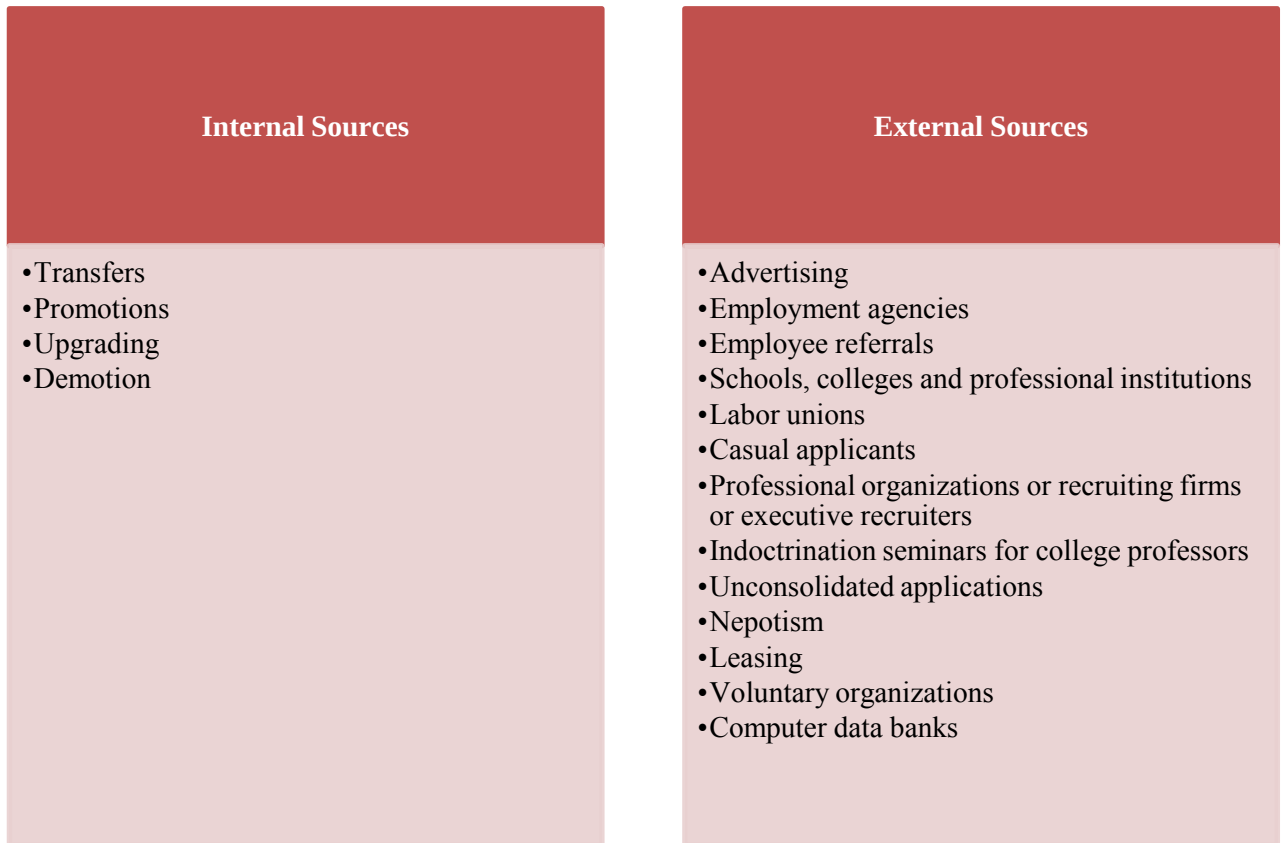
- Attract and encourage more and more candidates to apply in the organization.
- Create a talent pool of candidates to enable the selection of best candidates for the organization.
- Determining present and future requirements of the organization and performing job analysis activites.

Sources:-

The sources for recruitment can mainly be divided into two types-

- Internal sources
- External sources

The various sources of external recruitment and internal recruitment are:-



- Internal sources -Employees from within the organization are hired to fill a job vacancy. The various internal sources are as following:-

1. Transfers

A transfer involves lateral movement within the same grade, from one job to another. It may lead to changes in duties and responsibilities, working conditions etc, but not necessarily salary.

2. Promotions

Promotion involves movement of an employee from a lower level position to a higher level position accompanied by changes in duties, responsibilities, status and value.

3. Upgrading

It involves the increase in salary but designations remain the same.

4. Demotion

Reduction in an employee's rank or job title.

- . External sources

Employees from outside sources are hired to fill a job vacancy. The various external sources are as following:-

1. Advertising

Advertising helps in more selective recruitment. Advertisements can be placed in media read only by particular groups. More information about the company, job and job specifications can be given in the ad so that people who do not fulfill requirements don't apply. An advertisement should include the following important information:

- Nature of business and size of organization
- The nature of job
- Location or place of work
- Tasks and responsibilities attached to the position
- Reporting hierarchy and work culture
- Emoluments, benefits and other facilities available
- Requirements of the job in terms of qualification, knowledge, skills and experience
- Last date to respond
- Ways to respond- by e-mail, telephone or post

2. Employment Agencies- An employment agency is a company that matches workers to open jobs. Employment agencies are classified as

- Public – In many states, the public employment agencies are considered good, particularly in the fields of unskilled, semi-skilled and skilled jobs.
- Private – In the professional and technical areas, most of the work is in the hands of private agencies

3. Employee Referrals- Employees working in an organization recommend their friends or acquaintances for vacant positions in the organization. This is a good source of recruitment, especially for lower and middle level management. Employees working in an organization recommend their friends or acquaintances for vacant positions in the organization. When labor market is tight, employers offer their employees bonus or prizes for referrals that are hired and stay with the company for a fixed duration. The drawback of

this method is that it promotes nepotism, i.e. people of one caste or community are employed who may not be suitable for the job.

4. Schools, Colleges and Professional Institutions- They provide opportunities to recruit their students. They run placement services where complete bio-data of the students are available. Employers can view the details of the students and interview them for management trainees or probationers. Educational institutions are a good source of potential employees for entry level jobs.

5. Casual Applicants- Unrequested applications are received at the organization's gate or through e-mail. These form a good source of recruitment. This can be further developed by offering attractive office facilities and replying courteously to unrequested letters

6. Professional Organizations Professional organizations maintain information about employed people. These firms are 'head hunters', 'raiders' and 'pirates' in the view of organizations who lose their employees through these firms. These firms are suitable for recruiting high level people for managerial, marketing and production engineers' posts.

7. Indoctrination Seminars for Colleges Professors- These seminars are organized to discuss the problems of companies and employees. Professors are invited to take part in these seminars. Plants and banquets are shown to them to impress them. The purpose is that they speak good about the company and help it in getting the required personnel.

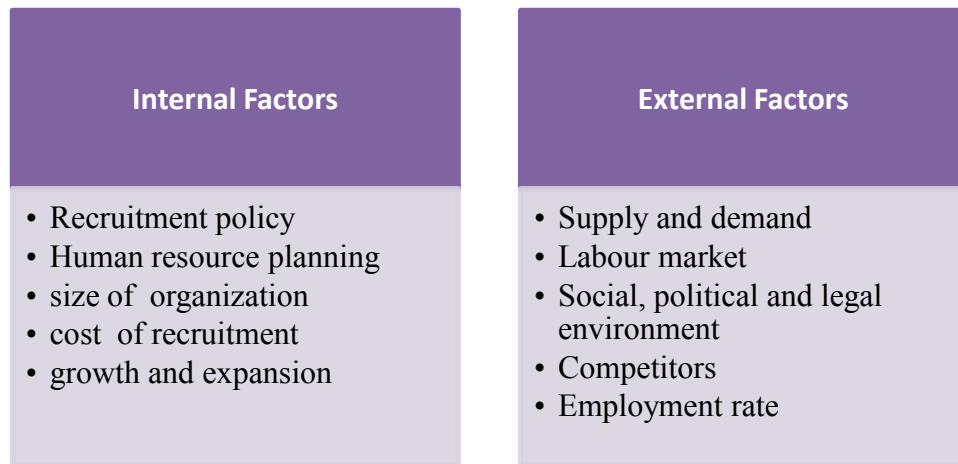
8. Unconsolidated Applications- Companies may keep record of applications received from candidates who made direct enquiries about the vacancies in the organization. This information is properly arranged and stored for future use when there are new vacancies in the organization.

9. Leasing- Leasing means hiring candidates on contract basis. This source of recruitment is used to handle short-term fluctuations in personnel needs. In this employees are hired on an hourly or daily basis. The firms gain well trained personnel. There is no responsibility of pension, insurance or other fringe benefits

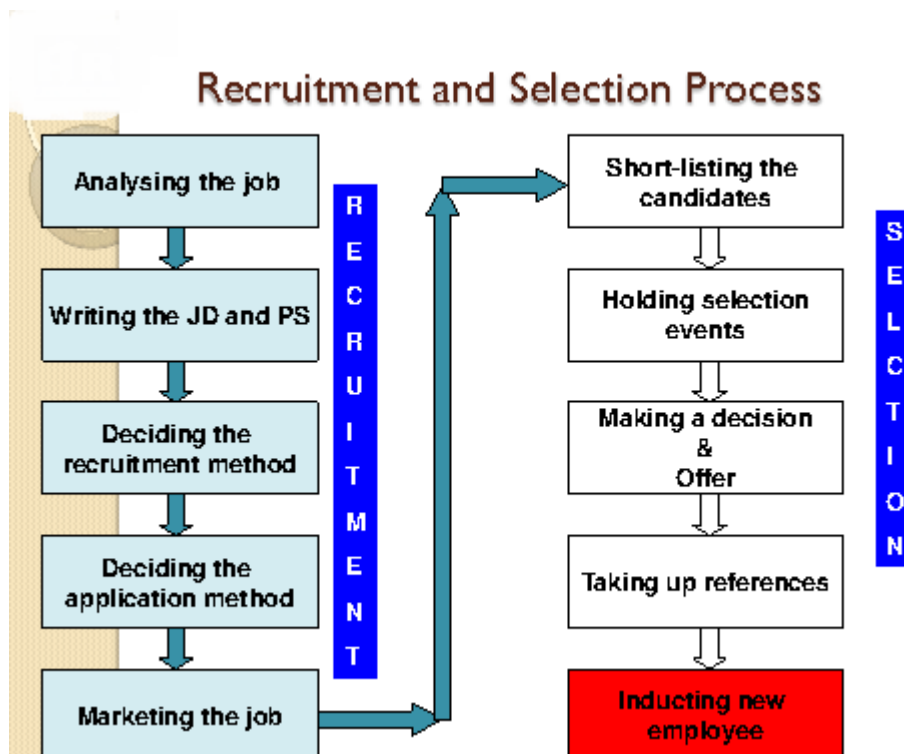
10. Voluntary Organizations- Voluntary organizations like private clubs, social organizations might also provide employees – handicaps, widowed or married women, old persons, retired people, etc., in response to advertisements.

11. Computer Data Banks- In this method of recruitment, job specifications and requirements are entered into a computer where they are matched with the resumes already stored on the computer. After processing a set of resumes for individuals is obtained who fulfill the requirements. This method is useful for finding candidates for jobs that require typical and rare skills.

Factors affecting recruitment- The recruitment function of organization is affected and governed by mix of various internal and external factors Internal factors can be controlled by the organization where as external factors cannot be controlled by organization The internal and external factors affecting the recruitment are as following:-



The Recruitment and selection process can be easily understood by following flow chart-



Selection

Selection is the application of techniques with the aim of selecting and appointing a competent person. (Screening in of only relevant or best matching candidates)

Process- Selection is usually a series of hurdles or steps. Normally a selection process consists of following steps-

Hiring Decision	Step 8
Reference Checks	Step 7
Medical Examination	Step 6
Selection Interview	Step 5
Selection Tests	Step 4
Application Blank	Step 3
Screening Interview	Step 2
Reception	Step 1

*1.Reception-*Company has to create a favorable impression on the applicants right from the stage of reception. Employment possibilities must be presented honestly and clearly.

*2.Screening interview-*A preliminary interview is generally planned by large organization to cut the costs of selection by allowing only eligible candidates to go through the further stages in selection.

*3.Application Blank-*Application blank or form is one of the most common methods used to collect information on various aspects of the applicants academic, social, demographic, work-related background and references. It is a brief history sheet of an employee's background.

*4.Selection Testing-*Selection process also involves applicant testing and the kinds of tests to use. A test is a standardized .objective measure of a person's behavior, performance or attitude. It is standardized because the way the test is carried out, the environment in which the test is administered and the way the individual scores are calculated- are uniformly applied. Some of the commonly used employment tests may be stated thus-

- Intelligence tests
- Aptitude tests
- Personality tests
- Achievement tests
- Simulation tests
- Assessment centre
- Graphology tests

- Polygraph Tests
- Integrity tests

5.Selection Interview-Interview is the oral examination of candidates for employment. This is the most essential Step in the selection process. In this step, The Interviewer tries to obtain and synthesize information about the abilities of the interviewee and the requirements of the job. Types of interviews are as following

- Non- Directive Interview
- Directive or structured Interview
- Situational Interview
- Behavioral Interview
- Stress Interview
- Panel Interview

6.Medical Examination-Certain jobs requires certain physical qualities . Medical Examination reveals whether or not a candidate possesses those physical qualities.

7.Reference Checks-Reference Checks are taken as a matter of routinely, Will fetch Useful And Reliable information e and treated casually or omitted entirely in many organizations. But a good reference Checks , when used sincerely, Will fetch useful and reliable information to the organization.

8.Hiring Decision-Managers concerned is to take decision whether reject or select the candidate. A careless decision of rejecting a candidate would impair the morale of the people and cause them to suspect the selection procedure and the very basis of selection in a particular organization. After taking final decision organization intimates the decision to all the candidates. Appointment letters are send to the successful candidates either immediately or after some time. depending upon its time schedule.

Factors Affecting Selection Procedure

The main objective of selection process is to hire people having competence and commitment towards the given job profile .But due to some procedural reason the main purpose of effectively selecting candidate is defeated. These reasons are:-

1. Perception/ subjectivity:-Many a times the interviewer selects a candidate according to the perception he has or he made up while talking or looking at the individual. This way he does not see through the caliber or the efficiency of the individual and many times it leads to the selection of the wrong candidates.

2. Pressure from Top management:-The people from the HR department have to face lots of pressure from the top management people. They are sometimes forced to hire some referred candidates whether they are competent enough or not.

3. Time constraint:

Sometimes due to urgent requirement to fulfill any vacant job time constraint doesn't allow to search for very good candidate and selection process may end up by selecting any average candidate though very good candidates are also available.

RATIONALE

It was observed that there was increase in time consumption, confusion and cost involved in recruitment and selection process in Sakra world Hospital. Also candidates selected in one round were reluctant to attend the second round of interview resulting decrease in talent acquisition

RESEARCH QUESTIONS

- What is the process of recruitment and selection in Sakra World Hospital?
- What are the problem areas in the recruitment and selection process?
- What are probable steps needed to be taken to solve identified problems?

OBJECTIVE

1. To understand the recruitment and selection process of Sakra world Hospital.
2. To identify probable areas in the selection process requiring improvement.
3. To make recommendation to improve the identified weak areas in the selection process and thus serve bigger objective of talent acquisition

METHODOLOGY

- STUDY AREA -The study area for the study of this project was Sakra World Hospital, Bangalore
- STUDY TYPE-The type of study done for this project is Descriptive Study
- DATA COLLECTION

For this method qualitative method of data collection has been used as following:-

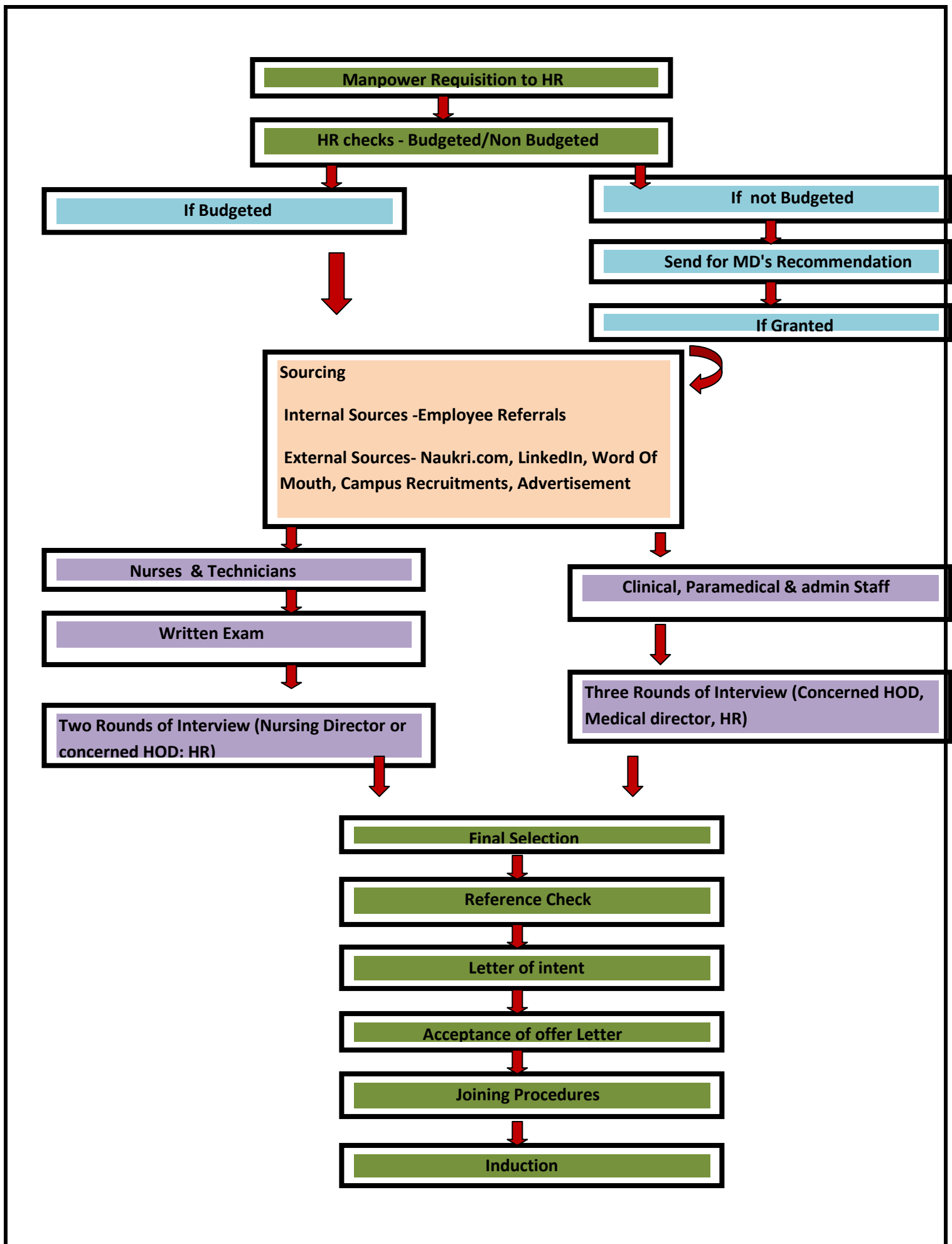
- *Primary data*- It is collected through continuous observation, discussions with people involved in the recruitment and selection process and also by participating in the process.
- *Secondary data*-It is collected from Magazines, journals, newspapers articles, organization policy on recruitment and selection process, websites and other relevant sources.

Both primary and secondary information have been used to generate this report.

REPORT

Recruitment And Selection Process In Sakra World Hospital-

The process of Recruitment and Selection of employees including all clinical , Paramedical , Nursing and administrative staff at Sakra World Hospital consists of number of sequential steps The Following is the complete process



- *Manpower Requisition to HR:* - Whenever a need of new employee arises in any department the head of the department fills the manpower Requisition form with all the details of the job and send it to the HR department for the proceedings.
 - *Recommendations by HR:* - After Receiving the request for the manpower HR analyzes whether the request is of budgeted position or not. If it is not budgeted the request is escalated to MD for the final approval, after getting MD's approval and/or if the request is already of the budgeted position HR starts the process of sourcing of candidates.
 - *Sourcing:* - The HR starts the process of sourcing i.e. it starts the collection of CV's from different sources. There are two Types of Sources.
 - Internal Sources
 - External Sources
- Internal sources: The sources which are present within the Organization are called Internal sources. In Sakra World Hospital Employee referrals is most important and commonly used method of sourcing. Through this they encourage their employees to recommend a good and suitable candidate from their social network.
- External Sources: The commonly used external sources used by Sakra World Hospital are as following:-
- Naukri.co and LinkedIn:-These are some of the sources used by Sakra World Hospital by to filter the profile of some appropriate candidates.
 - Advertisement The only place where Sakra World Hospital advertises about its vacancy is hospital's own website .The applicants can submit their job application their and if their profiles matches to the job requirements candidates are contacted for further procedure
 - Word of mouth:-It is the least expensive and most effective method so far for the recruitment in the Sakra World Hospital. Number of candidates daily comes (walk in) to Sakra for selection processes.
 - Campus Recruitment: - Hospital also participates in campus recruitment to acquire the fresh talent. The selected candidates are employed as interns initially and are eventually offered positions in the organization depending on their performances.
- *Selection* – Eligible candidates are then given application forms to fill and interview assessment sheet for candidates are prepared. All the required documents are checked before proceeding further. (refer annexure 1)
Nurses and technicians (of some departments) have to undergo written test to make it to the interview round. Written test is done to judge the knowledge of the candidates

about the subject. Question paper is designed by the nursing educator (refer annexure-3). Two sets of paper are set

- One for the candidates with less experience (less than four years)
- One for the candidates with more experience (more than four years)

Candidates are shortlisted for next round based on marks. Candidates getting 50% marks are shortlisted for next round.

Nursing Director: - Shortlisted candidates then go to next round i.e. interview with nursing director. Questions are asked to analyze the knowledge and to assess the situational handling capacity of candidates.

HR Interview it is conducted by vice president HR. In this candidates' attitude, behavior and ability to perform the task is evaluated. Also the discussion about salary takes place.

Clinical, paramedical and administrative staff needs to face three interviews first with concerned HOD, if shortlisted faces interview with Medical Director and if also selected by them faces third and the last interview with vice president HR.

- *Final Selection:-* The candidates who are able to clear the HR round are finally selected for the position applied.
- *Reference check:-* When a candidate is selected for the job his or her given reference are checked by HR department upon acceptance of offer. References check may be conducted by HR department upon acceptance of offer. Subject to satisfactory response joining will be accepted.
- *Letter of Intent:-* After everything is finalized like terms and conditions of company, salary and benefit and joining date Letter of intent (offer letter) is issued to the candidate
- *Acceptance of offer letter:-* If the candidate agrees on company, rules, regulations, policies, their offered designation and salary. They accept the offer letter and they report on the date of joining mentioned in the letter of intent for further process.
- *Joining* - On the day of joining candidates' first report to the HR department. They fill joining form, confidential undertaking, and also a format of welcome mail and submit to the HR with the copy of documents requested by HR department from them. They are also issued an identity card with specific ID no on it which is supposed to be used for access in some crucial area in the hospital and for attendance purpose.

- *Induction*-It is the process of introducing the new employee to the organization. A good induction program helps to voluntary resignations and reduces the costs associated with it. In Sakra World Hospital employees have to undergo three days of induction program .In the end a test is also conducted those who cleared that test their induction is considered over but those who not able to clear it they have to again undergo the induction program . It consists of different modules as follows-

- 1) General Induction - Company & Unit
- 2) Personal Grooming
- 3) Personal Hygiene
- 4) Fire Fighting Training
- 5) Basic Life Safety
- 6) Foundation Modules - Service Culture /Handling Complaints /Handling Telephones / Safety at Work
- 7) Radiation Safety & MRI Safety
- 8) infection Control /Safety
- 9) Foundation Modules - Body Language & Etiquettes / Polite Phrases for Communication /Patient Centric Behaviour & Certification
- 10) Employee Rights & Responsibilities and Patient Rights & Responsibilities
- 11) Kronos Training End Users and HR Policies
- 12) Induction Certification & Tour of the Facility

- ✓ The policy of talent acquisition also includes the assistance to candidate for relocation which includes-
 - Reimbursement of travelling expenses to candidate for interview/relocation.
 - Joining and relocation provision to the candidates (packaging , loading, unloading charges)
 - Provision for stay facilities for outstation candidates
 - Assistance for payment of security deposit for housing
- ✓ Talent retention in Sakra World hospital is biggest challenge for HR Department. Performance appraisal, succession plan, rewards management (quality champ, performer of the month), outdoor and indoor training and development and employee engagement are some of the activities for which Department is developing its policies to reduce attrition rate and increase talent retention.

PROBLEM AREA

Interview schedule

- ☐ No proper allotment of interview time to candidates.
- ☐ Too long waiting time.

Interview process

- ☐ No explanations of selection procedure to candidate causing confusion and loss of time.
- ☐ Delay in result declaration often resulted in losing a capable candidate.
- ☐ No physical examination was conducted.

Data management

- ☐ Improper Maintenance of data of both turned down as well as shortlisted candidate resulting in loss of time, confusions and increase in cost and labour.

Administration

- Absence of clarity on eligibility criteria among the people involved in the process
- ☐ Delay in reference check and joining procedures due to work overload.
- ☐ Walk in interviews were conducted which was causing interruptions in administrative and clinical work.

RECOMMENDATION

- Candidates should be allotted time for interviews preferably post lunch on Tuesday and Thursday after confirming the availability of the concerned interviewer.
- Waiting time should not exceed 30 min. But if due to some emergency it does then candidates must be informed about the rescheduling of interviews and should be provided some refreshments.
- Candidates should be properly explained about the selection procedure that they need to go through and the time needed so to avoid any inconvenience and confusions
- Results of written examinations and first two rounds of interviews should be declared after half an hour of the round conducted and result of HR round should be mailed within one day to the candidates. Selected and turned down both candidates should be informed the result.
- According to recruitment and selection policy of company physical examination of candidate need to be conducted before joining. Department should follow the policy strictly and physical assessment should be conducted before his/her joining mandatorily
- Separate racks and box files should be created for maintaining the data e.g. file with documents of turned down candidates. Test papers of candidates who were not able to clear the exam etc. Candidates signature should be taken on list before appearing every round of interviews and a tracker should be maintained
- Ambiguity among the employees involved in the selection process should be related to eligibility criteria and policies should be removed
- Rationalize distribution of work should be there and employees should be clear about there roles and responsibilities so to conduct and complete every task and activity on time.
- Efforts should be made to remove discrepancy between HR and medical administration. Well coordinated and scheduled interview should be conducted.

CONCLUSION

Human Resource is the most important and vital factor of production in any organization. This is because the efficient use of physical resources (i.e. land, machinery, materials) ultimately depends on how the human factor is put to good use on various operations. Competent and motivated employees are the main reasons behind the success of any organization.

Recruitment and selection is an important function of HR department as it is responsible for bringing people in the organization which ultimately becomes the face of that organization. Talent acquisition is beyond just recruitment and selection; it not only involves acquiring new talent but also their growth, development and retention.

Sakra World Hospital is a new organization. It's Talent Acquisition Policy and its recruitment and selection procedure is very good and involves all the aspect. It is properly established and implemented. There are only few small loop holes which can be easily filled by modifying the procedure little bit.

It is believed that after implementation of above mentioned recommendation the recruitment and selection process in Sakra will be more effective and will result in increase and improved talent acquisition and retention

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ANNEXURE

ANNEXURE-1 APPLICATION FOR EMPLOYMENT

1. Please answer each column fully and neatly in your own handwriting.
2. All columns are mandatory. Incomplete form will not be accepted.
3. Use additional sheets if necessary.
4. All information will be treated as confidential.
5. Please ✓ in the ☐ wherever applicable.

Paste
Your

PERSONAL DETAILS	NAME IN FULL (in block letter) Mr. / Mrs. / Ms. / Dr.					
	First Name		Middle Name		Last Name	
	Father's / Husband's Name (in block letter) Mr. / Dr.					
	First Name		Middle Name		Last Name	
	PERMANENT ADDRESS C/o..... H. No..... Street No. AddressDistrict City Pin Code State Country Mobile / Landline No. (Specify Area Code)			PRESENT ADDRESS C/o H. No Street No. Address District City Pin Code State Country Mobile No & Landline No. (Specify Area Code)..... Email ID		
	DATE OF BIRTH (DD/MM/YY) 		AGE (in years)		PLACE OF BIRTH City State Country.....	
			NATIONALITY 1) 2)..... 3).....		HOBBIES 1) 2) 3)	
	GENDER MALE ☐ FEMALE ☐		RELIGION		CATEGORY Gen ☐ SC ☐ ST ☐ OBC ☐	
	MOTHER TONGUE		MARITAL STATUS		IF MARRIED SINCE (DD/MM/YY) 	
			NO. OF CHILDREN			
HEALTH	HEIGHT (in cms)		WEIGHT (in kgs)		EYE COLOR	
	HAIR COLOR		IDENTIFICATION MARKS 1) 2)			

BLOOD GROUP ALLERGIES IF ANY

PHYSICALLY CHALLENGED Yes ☐ No ☐ If yes, mention date of issue of certificate (DD/MM/YY)
(Please provide us a copy of the issued certificate.)

--	--	--	--	--	--

EYE SIGHT Normal ☐ Not Normal ☐ If not normal, mention the sight Left Eye..... Right Eye

LAST MAJOR ILLNESS/SURGERY Date of illness / surgery (DD/MM/YY)

--	--	--	--	--	--

VACCINATION DETAILS:

1) Date of Vaccination (DD/MM/YY)

--	--	--	--	--	--

2) Date of Vaccination (DD/MM/YY)

--	--	--	--	--	--

PLEASE FILL IN THE DETAILS OF LIVING PARENTS, SPOUSE & CHILDREN

NAME	RELATIONSHIP	DOB (DD/MM/YY)	AGE (IN YEARS)	PLACE OF BIRTH	COUNTRY OF BIRTH	NATIONALITY

LEVEL	10 TH STD* / MATRICULATION	12 TH STD* / DIPLOMA / EQUIV*	GRADUATION*	POST GRADUATION*	SUPER SPECIALIZATION*	OTHERS*
EDUCATION START DATE (DD/MM/YY)						
EDUCATION END DATE (DD/MM/YY)						
NAME OF THE QUALIFICATION AWARDED						
NAME OF BOARD / UNIVERSITY						
NAME OF SCHOOL / COLLEGE						
LOCATION						
AREA OF SPECIALIZATION						
DURATION OF COURSE						
MAJOR SUBJECTS						
PERCENTAGE / GRADE / CGPA						

*ALL PERCENTAGES/ CGPA SHOULD BE SIMPLE AVERAGE FOR ALL YOUR SUBJECTS / SEMESTERS / YEARS, AS AWARDED BY THE UNIVERSITY.

*ALL INFORMATION PROVIDED WOULD BE VALIDATED.

GAPS IN EDUCATION (If any)

WORK EXPERIENCE	SCHOLASTIC ACHIEVEMENTS (Ranks, Merit / Scholarships / Prizes etc.)						
	EXTRA CURRICULAR ACTIVITIES						
	ADDRESS OF SCHOOL / COLLEGE (LAST QUALIFICATION)				ADDRESS OF SCHOOL / COLLEGE (SECOND LAST QUALIFICATION)		
	Address				Address		
	District				District		
	City Pin code				City Pin code		
	State Country				State Country		
	Tel. No. (Specific area code)				Tel. No. (Specific area code)		
	PLEASE WRITE N. A. IF NOT APPLICABLE (SPECIFY CLEARLY IN CASE OF PART TIME / CONTRACT WORK EXPERIENCE)						
	PERIOD		FROM (DD/MM/YY)		CURRENT EMPLOYER (LAST EMPLOYER, IF YOU ARE FILLING THE FORM WHILE JOINING / AFTER JOINING THOPL)		PREVIOUS EMPLOYER (SECOND LAST EMPLOYER, IF YOU ARE FILLING THE FORM WHILE JOINING / AFTER JOINING THOPL)
TO (DD/MM/YY)							
DURATION (IN MONTHS)							
		LAST DESIGNATION HELD					
		TYPE OF ENGAGEMENT (REGULAR / PART TIME / CONTRACTUAL)					
		TYPE OF INDUSTRY					
		REASON FOR LEAVING					
CURRENT EMPLOYER ADDRESS (1)				PREVIOUS EMPLOYER ADDRESS (2)			
Contact Person in HR.....				Contact Person in HR			
Address				Address			
.....District				District			
City Pin code				City Pin code			
State Country				State Country			
Mobile / Tel. No. (Specify area code)				Mobile / Tel. No. (Specify area code)			
.....							
PLEASE SPECIFY BELOW, THE DETAILS OF EMPLOYERS OTHER THAN THE LAST TWO.							
S.NO	Name of the employer	Period of employment From (DD/MM/YY)	Period of employment To (DD/MM/YY)	Industry / Sector	Address of the employer	Your designation as given by the employer	

LANGUAGES	3		/...../.....	/...../.....			
	4		/...../.....	/...../.....			
	5		/...../.....	/...../.....			
	6		/...../.....	/...../.....			
REFERENCES	LANGUAGES KNOWN			UNDERSTAND	SPEAK	READ	WRITE
	1.		☐	☐	☐	☐	☐
	2.		☐	☐	☐	☐	☐
	3.		☐	☐	☐	☐	☐
	4.		☐	☐	☐	☐	☐
	LIST TWO PROFESSIONAL REFERENCES: (Not in relationship)						
	S. No.	NAME & ADDRESS	OCCUPATION	EMAIL	MOBILE / TEL. NO. (Specify Area Code)		
	01						
	02						
	DO YOU HAVE ANY RELATIVE WORKING AT TAKSHASILA HEALTHCARE & RESEARCH SERVICES PVT. LTD. PRESENTLY?						
YES ☐ NO ☐ IF YES PLEASE LIST THEM BELOW							
PROFESSIONAL REGISTRATIONS	NAME			RELATIONSHIP	DESIGNATION		
S. No.	EXAMINATION/ DEGREE	REGISTERING AUTHORITY	REGISTRATION NO.	VALID FROM (DD/MM/YY)	VALID TO (DD/MM/YY)		
01				/...../.....	/...../.....		
02				/...../.....	/...../.....		

IN CASE OF EMERGENCY

ADDRESS REGISTRATION COUNCIL - 1st

Address

.....District

City Pin code

State Country

Tel. No. (Specific area code)

ADDRESS REGISTRATION COUNCIL – 2nd

Address

.....District

City Pin code

State Country

Tel. No. (Specific area code)

PLEASE FILL CONTACT PERSON DETAILS IN CASE OF EMERGENCY:

NAME:

RELATIONSHIP

TEL. NO. (EVEN P.P)

MOBILE NO.

EMAIL ID

ADDRESS

C/o

H.NO. Street No.

Address

.....District

City Pincode

State Country

DO YOU HAVE A PAN CARD? YES ☐ No ☐ IF YES, PLEASE MENTION YOUR PAN CARD NO.

DO YOU HAVE A PASSPORT? YES ☐ No ☐ IF YES, PLEASE FILL IN THE PARTICULARS BELOW:

PASSPORT NO.	DATE OF ISSUE (DD/MM/YYYY)	VALID UPTO (DD/MM/YYYY)	ISSUED BY	PLACE
.....	/...../.....	/...../.....		

IN CASE YOU HAVE ONLY APPLIED FOR PASSPORT

DATE OF APPLICATION (DD/MM/YY)/...../..... TO WHOM

DO YOU HAVE A DRIVING LICENSE? YES ☐ NO ☐ IF YES, PLEASE FILL IN PARTICULARS BELOW:

DRIVING LICENSE NO.	DATE OF ISSUE (DD/MM/YYYY)	VALID UPTO (DD/MM/YYYY)	ISSUING AUTHORITY
.....	/...../.....	/...../.....	

PAN CARD, PASSPORT, DRIVING
LICENSE DETAILS

HAVE YOU PREVIOUSLY UNDERGONE ANY SELECTION PROCESS WITH THOPL? Yes ☐ No ☐

If yes, have you

THOPL

Relevant Dates

Taken any test No ☐ Yes ☐/...../.....

Been selected for interview No ☐ Yes ☐/...../.....

Been made an offer No ☐ Yes ☐/...../.....

ARE YOU UNDER ANY LEGAL OBLIGATION TO YOUR CURRENT EMPLOYER? Yes ☐ No ☐

If yes, please clarify

Have you at any time been convicted by a Court of India for any criminal offence and sentenced to imprisonment, or any criminal proceedings are pending against you before a Court in India, or an order prohibiting your departure from India has been issued by a Court.

Yes ☐ No ☐

If yes, please mention details of the same

ARE YOU EMPLOYED AS

1. A DIRECTOR IN ANY OTHER COMPANY? No ☐ Yes ☐

2. A PARTNER IN ANY FIRM? No ☐ Yes ☐

If yes, please mention details of the same.....

DECLARATION

I certify that the above statement written by me are true, complete and correct. All the academic marks / percentage / CGPA are simple average for all subjects / semesters / years as awarded by the university. I agree that in case the company finds at any time that information given by me in this form is not correct, true or complete, the company will have the right to withdraw my letter of appointment or to terminate my appointment at any time without notice or compensation.

Place

Date/...../.....

Signature

Candidate's Profile

Candidate's Name:	Gender: Male ☐ Female ☐ , Date of Interview: ____ / ____ / ____
Age (In years):	Total experience (Years):
Qualification(s):	Position applied for:
Current Employer:	Current Designation:
Current Salary in Rs. (PM):.....(PA):	Expected Salary in Rs. (PM):..... (PA):
Notice period (Days):	Agency Used: YES ☐ NO ☐
Rating: Level 1 – Poor, Level 2 – Average Minus, Level 3 – Average, Level 4 – Above Average, Level 5 – Excellent	

Departmental Assessment

Competency	Rating	Competency	Rating
1. Qualifications & Training		8. Learning & Development	
2. Functional Experience		➤ Ability to take Initiative	
3. Aptitude for the job		➤ Ownership of the job	
4. In depth job knowledge		➤ Conflict management	
5. Execution		➤ Decision Making ability in situation of risk & ambiguity	
6. Innovative Approach		9. Cost Control	
7. Ability to perform consistently		➤ Time Management Skills	
		➤ Resource utilization (Material / Manpower)	

Human Resources Assessment:

Competency	Rating	Competency	Rating
1. Soft Skills		2. Fit with TAKSHASILA's Culture & Values	
➤ Communication (Oral , Written, Electronic / Computer Skills)		➤ Pursuit of excellence	
➤ Inter Personal Skills		➤ Values & Ethical behaviour	
➤ Leadership Skills		➤ Patient / Customer Focus	
➤ Appearance & Grooming		➤ Compassion towards job, patients and colleagues	
➤ Balanced Judgement across multiple issues		➤ Ensures Dignity of job, patients and colleagues	
➤ Empathy towards patients and colleagues			
➤ Belief in Team Work			
➤ Demonstrates Positive Attitude			
➤ Stress Management skills			
➤ Stability in previous jobs			

Any Specific Comments:

--

Interview Panel & Recommendations

Interviewer	Signature & Date	Hiring Recommendation
Reporting Manager/ Head of Department		Hire ☐ Turn down ☐
Human Resources		Hire ☐ Turn down ☐
Managing Director		Hire ☐ Turn down ☐
Chairperson		Hire ☐ Turn down ☐

Annexure-2

NURSING RECRUITMENT QUALIFYING TEST

- Please mark only one correct answer
- Each Question Carries One Mark.

Name		Date	
Qualification		Current Organization	
Experience (Years)		Experienced Area	
Email ID		Contact Number	

1) Which of the following is the FIRST priority in preventing infections when providing care for a patient?

- A. Hand-washing
- B. Wearing gloves
- C. Using a barrier between client's furniture and nurse's bag
- D. Wearing gowns and goggles

2) A 2 year old is to be admitted in the pediatric unit. He is diagnosed with febrile seizures. In preparing for his admission, which of the following is the most important nursing action?

- A. Order a stat admission CBC.
- B. Place a urine collection bag and specimen cup at the bedside.
- C. Place a cooling mattress on his bed.
- D. Pad the side rails of his bed.

3). A child is admitted to the pediatric unit with a diagnosis of suspected meningococcal meningitis. Which of the following nursing measures should the nurse do FIRST?

- A. Institute seizure precautions
- B. Assess neurologic status
- C. Place in respiratory isolation
- D. Assess vital signs

4).Hypoxia

- A. A decreased level of oxygen in inspired air
- B. A decreased level of oxygen
- C. A decreased level of CO₂
- D. All of the above

5). Expand IABP

- A. Intra arterial balloon pressure
- B. Intra-aortic balloon pump
- C. Intra aortic balloon procedure
- D. Intra-arterial balloon pump

6).Expand PPE

- A. Personal Protective equipment B. Post protective exposure
- C. Post prophylactic equipment D. Post prophylactic exposure

7). A patient diagnosed with methicillin resistant staphylococcus aureus pneumonia. What type of isolation is MOST appropriate for this patient?

- A. Reverse isolation B. Respiratory isolation
- C. Standard precautions D. Contact isolation

8). Which of the following bones is the shoulder blade?

- A. scapulae B. carpal
- C. clavicle D. fibula

9).Widespread aching and pain in the muscles and soft tissue is called:

- A. carpal tunnel syndrome B. fibromyalgia
- C. repetitive motion disorder D. polymyositis

10).Which type of fracture is commonly seen in children?

- A. greenstick fracture B. comminuted fracture
- C. simple fracture D. stress fracture

11).Informed consent is Permission obtained from a client to perform a specific test or procedure after the client has been fully informed about the test or procedure

- A. TRUE B. FALSE

12). Dehydrated means....

- A. Having insufficient water in the body or tissues.
- B. Having sufficient water in the body or tissues.
- C. Having sufficient blood in the body or tissues
- D. All of the above

13). UTI is most commonly caused by

- A. Escherichia coli B. A species Klebsiella
- C. Pseudomonas D. All of the above

14). A client has been placed in blood and body fluid isolation. The nurse is instructing auxiliary personnel in the correct procedures. Which statement by the nursing assistant indicates the best understanding of the correct protocol for blood and body fluid isolation?

- A. Masks should be worn with all client contact.
- B. Gloves should be worn for contact with non intact skin, mucous membranes, or soiled items.
- C. Isolation gowns are not needed.
- D. A private room is always indicated

15). Which of the following abbreviation is a diagnostic test

- A.IM B. MD C. CPK D. ROM

16). What is Code pink?

- A. Pediatric medical emergency B. Child abduction
- C. External disaster D. None of the above

17). Which intervention should the nurse in charge try first for a patient that exhibits signs of sleep disturbance?

- A. Administer sleeping medication before bedtime
- B. Ask the patient each morning to describe the quantity of sleep the night before
- C. Teach the patient relaxation techniques, such as guided imagery and progressive muscle relaxation
- D. Provide the client normal sleep aids, such as pillows, back rubs, and snacks

18.) What is platelet count with dengue virus?

- A.Below 1,00,000 mcl C.Below 2,00,000mcl
- B. Above 1,00,000 mcl D.None of the above

19). What is code blue?

- A. Cardiac emergency C. Child Abduction
- B. Fire emergency D. Internal disaster

20). Expand HAI

- A. Hospital acquired infection B. Hospital associated infection
- C. Healthcare associated infection D. Healthcare acquired infection

