

Synopsis

Prashu Jain

Ashish Bandhu

Hospital Management (2022-24)

Title of Dissertation: Optimizing Human Resource Management Practices in Fortis Hospital, Jaipur: A Case Study Analysis

(a) **Introduction:** This research investigates the human resource management (HRM) practices within Fortis Hospital, a leading healthcare institution. With the healthcare industry facing unique challenges such as talent retention, workforce diversity, and patient care quality, it is imperative for organizations like Fortis Hospital to strategically manage their human resources to achieve organizational goals and ensure optimal patient outcomes.

(b) **Review of Literature:** The literature review explores key themes in HRM within the healthcare sector, including recruitment and selection, training and development, performance management, employee engagement, and diversity management. It also examines existing research on HRM practices in hospital settings, identifying best practices and challenges specific to the healthcare industry.

(c) **Theoretical/Conceptual Framework:** Drawing upon strategic human resource management (SHRM) theory and the resource-based view (RBV), the conceptual framework guides the analysis of HRM practices within Fortis Hospital. It highlights the importance of aligning HRM strategies with organizational objectives to gain a competitive advantage and improve patient care quality.

(e) **Research Questions:** What key HRM practices are implemented within Fortis Hospital? How do these HRM practices contribute to employee satisfaction and retention? What challenges does Fortis Hospital face in managing its human resources effectively?

(f) **Research Objectives:** To identify and analyze the HRM practices employed by Fortis Hospital. To evaluate the impact of HRM practices on employee satisfaction, retention, and performance. To identify challenges and areas for improvement in HRM within Fortis Hospital.

(g) **Methodology:** This study utilizes a qualitative research approach, incorporating interviews, surveys, and document analysis. Semi-structured interviews are conducted with HR managers, department heads, and frontline staff to gather insights into HRM practices and challenges. Surveys are administered to employees to assess their perceptions of HRM practices and their impact on job satisfaction and retention.

Document analysis involves reviewing HR policies, training materials, and performance management documents.

(h) Plan of Analysis: Qualitative data from interviews and document analysis are analyzed thematically to identify patterns and themes related to HRM practices and challenges within Fortis Hospital. Survey data are analyzed using descriptive statistics to examine employee perceptions of HRM practices and their correlation with job satisfaction and retention.

(k) Ethical Considerations: Ethical considerations include obtaining informed consent from participants, ensuring confidentiality of data, and conducting research in an unbiased manner without causing harm to participants or the organization. All data are anonymized and reported in aggregate form to protect participant confidentiality.

(l) Implications of Research: This research provides valuable insights into HRM practices within Fortis Hospital and their impact on employee satisfaction, retention, and performance. Findings inform HR practitioners and organizational leaders on strategies to optimize HRM processes for better organizational outcomes and improved patient care quality.

(m) References: References will be cited from various online research articles, books etc.