

A Study on Recruitment and Selection in A Multi-Specialty Hospital

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Abstract

The purpose of this study is to identify the many sources of recruiting and selection processes in a multi-specialty hospital. In any organization, the recruitment and selection processes are the foundations for success. The reason for this is because human resources (HR) play a crucial impact in an organization's overall performance. The HR department is in charge of redesigning jobs, incorporating job design knowledge into training and management development programs, and implementing them to ensure that solid human resource policies and practices are formed. A well-organized employment policy and plan are essential. As a result, an organization's recruitment process must be effective in order to attract the greatest personnel. In this study the employee satisfaction with the recruitment and selection process was analyzed by collecting surveys from the newly selected employees.

Keywords: Recruitment, selection, human resource, employee satisfaction

1. Introduction

Recruitment and selection is the primary driving force in Human Resource Management, and it entails searching for and obtaining a pool of potential candidates with the desired knowledge, skills, and experience to allow an organization to select the most appropriate people to fill job vacancies in accordance with position descriptions and specifications. The process of attracting, shortlisting, choosing, and appointing appropriate applicants for a job inside an organization is known as recruitment. Because every organization has different needs, the recruiter must work efficiently and effectively to discover the best candidate for the job.

1.1 RECRUITMENT: Recruitment is the process of seeking candidates for employment and encouraging them to apply for positions within an organization. It is also defined as a procedure for identifying sources of manpower to meet the staffing schedule's requirements and implementing effective strategies for an efficient workforce. First, identify and establish the requirements, job descriptions, and work specifications; second, attract potential employees; and third, pick and employ the appropriate persons among the job applicants. The recruitment process is a dynamic activity that does not end when it begins. Its objective is to give a pool of qualified candidates to an organization. As a result, it helps to improve selection success rates.

1.2 SELECTION:

A procedure in the employment function that begins immediately upon receipt of resumes and application letters, with the primary concern being the review of resumes for basic qualifications. A job seeker who lacks the necessary qualifications is not an applicant and should not be regarded. It is a procedure that should be based on job-related credentials such as needed or recommended education; experience; and knowledge, skills, and abilities as specified in the job description. Qualifications must be genuine occupational credentials. An applicant who is hired must possess the requirements outlined in the job description. In this sense, selection is the process of matching applicants' qualifications with job criteria. It is a procedure for eliminating inappropriate candidates and ultimately identifies the best candidate.

Organizational success is dependent on effective recruiting and selection. They enable organizations to have high-performing personnel who are also happy in their jobs, hence positively impacting the organization's bottom line. On the contrary, bad recruiting and selection can result in mismatches, which can be detrimental to an organization. A misfit who is not in sync with the organization's principles and aims can harm production, customer happiness, relationship with coworkers, and overall job quality. Effective recruiting and selection are thus not only the first step towards organizational excellence, but they are also significant cost-cutting techniques.

Objective of the study

- To study on recruitment and selection process in a multi-specialty Hospital
- To analyse on the opinion of newly joined employees on recruitment and selection process
- To recommend measures to improve the recruitment and selection process

2. Literature Review

Gamage (2014) studied that common purpose of recruitment is to offer the organization with a pool of competent candidates. The organization selects employees from that pool because the worth of personnel in an organization greatly depends on the caliber of applicants engrossed. Recruitment as the beginning of entrance of manpower into an organization was suggested by Henry and Temtime (2009) in a similar manner. Therefore, to achieve strategic goals; they must follow from this beginning in direction to ensure that, they have engrossed right persons for their culture and vibes. On the other hand, the procedure of picking-up the most appropriate candidate from the recruitment pool to fill the relevant post comprises the process of selection (Opatha,2010; Ofori and Aryeetey, 2011). The decision making that involves one or more methods in the process of selection can alternatively be perceived as a method of elimination. Since, it rejects more and selects only a few applicants that are deemed suitable for the position. As a result, selection activity is considered to be negative rather than a positive function.

Florea and Badea (2013) confirmed that through the use of internet and by administering the extremely competitive and time-consuming process of searching, skilled man power can be fulfilled by constructing an effective recruitment program by HR. Karthiga et al. (2015) explain that, the process of recruitment does not come to an end with the selection of the suitable candidates, but it involves sustaining and retaining the employees who are selected. Singh and Goyal (2015) in their study throw light upon the fact that if the HR managers took timely feedbacks, the organization experienced a greater applicant attraction for a job. A study by Ullman (1996) found that new employees recruited through formal sources (i.e.

newspaper, advertisements, employment agencies) had a high turnover rate as compared informal sources (i.e., employee recommendation, direct application). He was one of the first to examine

3. Methodology

This is a descriptive research that aims to describe the characteristics or behavior of the employees in a selected hospital. The simple random sampling is used in order to collect data. Over the course of the study's one month duration, 100 sample data were gathered from a population of 140. For this purpose, a questionnaire has been designed, making sure that the research questions do justice to what the researcher is trying to find and to provide the direction of the research.

3.1 Analysis and tools

3.1.1 Bar Graph

A graph with rectangular bar whose heights or lengths are proportionate to the numbers they represent, used to display categorical data. The turnaround time for both scheduled appointments and walk-in patients at the oncology out-patient department was developed in this study's bar graph.

3.1.2 Simple percentage analysis

A special kind of ratio is a percentage. When comparing two or more data series, percentages are used. Percentage is used to describe relationships and can be compared in terms of how two or more series of data are distributed.

Percentage of patients = (number of patients ÷ total patients) × 100

4. Analysis

Table 1: Table representing the satisfaction level of the employees based on the benefits offered by the hospital

SATISFACTION LEVEL	PERCENTAGE
GOOD	51
SATISFIED	42
AVERAGE	07
TOTAL	100

Chart 1: Chart showing the satisfaction level of the employees based on the benefits offered by the hospital

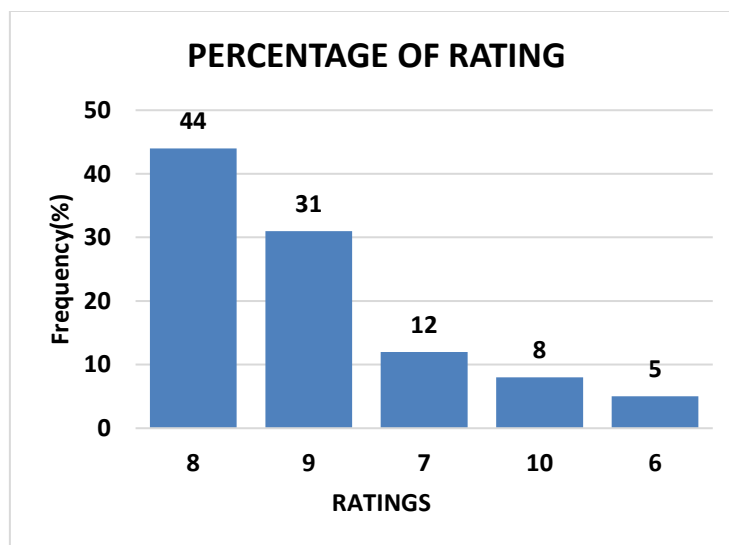


According to the graph above, the satisfaction level of the employees based on the benefits offered by the hospital was 51% Good, 42% Satisfied and 7% Average

Table 2: Table representing the selected employees experience rating in the recruitment and selection process on a scale of (1-10, 1 being the lowest and 10 being the highest)

EXPERIENCE RATING	PERCENTAGE
6	5
7	12
8	44
9	31
10	8
TOTAL	100

Chart 2: Chart showing the selected employees experience rating in the recruitment and selection process on a scale of (1-10, 1 being the lowest and 10 being the highest)



The above chart shows that 44% of the selected employees rated the recruitment and selection process as 8, 31% of the selected employees rated it 9, 12% of the selected employees rated it 7, 8% of the selected employees rated it 10 and 5% of the selected employees rated it 6

5. Findings

- It is found that 44% of the selected employees rated the recruitment and selection process 8, 31% of the selected employees rated it 9, 12% of the selected employees rated it 7, 8% of the selected employees rated it 10 and 5% of the selected employees rated it 6
- It is found that the majority of the selected employees are female which is 58% and male is 42%.

- It is found that 27% of the selected employee's qualification is B.Sc/M.Sc, 25% of the selected employee's qualification is B.Sc/M.Sc (Nursing), 23% of the selected employee's qualification is B.Com/M.Com/BBA/MBA, 18% of the selected employee's qualification is MBBS/BDS, 7% of the selected employee's qualification is B.Pharm/PharmD.
- It is found that 30% of the selected employees have 4-6 years of experience, 25% of the selected employees have 1-3 years of experience, 10% of the selected employees have 7-9 years of experience, 8% of the selected employees are freshers, 7% of the selected employees have 10-15 years of experience.
- It is found that 25% of the selected employees are nurses, 24% of the selected employees are non-medical staffs, 21% of the selected employees are technician, 18% of the selected employees doctors, 7% of the selected employees are pharmacist, 5 % of the selected employees are finance.
- It is found that 57% of the selected employees got to know about the job position through personal reference, 27% through advertisement, 12% through consultants and 4% through e-recruitment
- It is found that, the approach of the HR department during recruitment was 59% Positive, 32% Casual and 9% Satisfactory
- It is found that the satisfaction level of the employees based on the benefits offered by the hospital was 51% Good, 42% Satisfied and 7% Average
- It is found that the rating given by the selected employees on recruitment and selection process was 67% Excellent, 29% Good, 2% Adequate and 2% Average.
- It is found that among the qualities that the hospital looks for in a candidate, 38% of those hired selected past experience, 37% selected knowledge, 20% selected teamwork ability, and 5% selected discipline.
- It is found that 95% of respondents mentioned they were satisfied with the recruitment process, while 5% mentioned they were dissatisfied with it.
- It is found that 98% of the respondents were comfortable while interacting with the interviewer during recruitment process and 2% were not comfortable.
- It is found that 67% of the selected employees are very satisfied with the position for which they are hired, 29% of the selected employees are satisfied with the position for which they are hired, 4% not of expectation, with the position for which they are hired.
- It is found that 81% of the selected employees agreed that the induction covered every area of the onboarding process, while only 19% disagreed.
- It is found that 44% of the selected employees rated the recruitment and selection process as 8, 31% of the selected employees rated it 9, 12% of the selected employees rated it 7, 8% of the selected employees rated it 10 and 5% of the selected employees rated it 6

6. Recommendations

- The HR department's approach to candidates who come for interviews shall be more friendly and polite.
- There shall be more available advantages for employees, such as family health check-up packages and discounts on hospital admittance in the event of an illness, as mentioned by a few candidates.

- The interviewer shall make the candidates feel comfortable before starting the interviewing process this is because there would be freshers who haven't experienced an interview before and would feel discomforted
- The candidates shall be positioned according to what qualification they hold and not to the position that is vacant because if not it would make it difficult for the candidate to adapt to the different work process and could cause risk to the organization if the candidate does not perform well
- Induction shall be done effectively for 3 days continuously and must ensure that it covers all aspects of the onboarding process

7. Conclusion:

According to the findings of the above study, employees are slightly dissatisfied with the hospital benefits because they expect some additional benefits from the organization, and there is also some dissatisfaction with the recruitment and selection processes because there is a significant time gap between the recruitment and selection processes. As a result, this study offers suggestions and recommendations for avoiding these errors while still offering top-tier service to the organization.

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