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INTERNATIONAL JOURNAL OF ADVANCED RESEARCH (IJAR)

Article DOI: 10.21474/IJAR01/15118

DOI URL: <http://dx.doi.org/10.21474/IJAR01/15118>



RESEARCH ARTICLE

RECRUITMENT AND SELECTION PROCESS IN HEALTHCARE AND HOSPITAL INDUSTRY

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Manuscript Info

Manuscript History

Received: 30 May 2022

Final Accepted: 30 June 2022

Published: July 2022

Key words:-

HRM (Human Resource Management),
Recruiting, Healthcare, Medical
Tourism, Selection

Abstract

Bringing in manpower to any of the organizations in this world is the responsibility of Human Resource Management. HR plays as a front foot source of recruiting and selecting right and capable people for specific organizational roles. It's The Department Within The Organization Which oversees all things employee-related i.e., beginning from hiring till terminating the employee from the company. In Developing Countries, the Healthcare sector is in growing demand for the welfare of the society. Since India is booming in medical tourism owing to the emergence of many innovative healthcare organizations, here the role of HRM is critical in achieving organizational goals and success. This article encompasses the study and information regarding HRM in the hospital industry.

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Introduction:-

WHAT IS HR?

Human resource management is the managerial process of acquiring and engaging the required workforce, appropriate for the job and concerned with developing, maintaining and utilizing the workforce.

(HRM) is that part of the management process which develops and manages the human element of the enterprise considering their resourcefulness in terms of total knowledge, skills, creative abilities, talents, aptitudes and potentialities for effectively contributing to the organizational objectives.

Importance Of HR:

Human resources are the people who work for the organization; & is really employee management with emphasis on those employees.

HR professionals recruit, manage and provide direction for people who work in an organization to maximize profitability and employee satisfaction.

They typically develop and administer policies related to hiring, performance management, compensation, safety and wellness, employee benefits, communication and training.

Roles And Responsibilities:

1. Recruit candidates
2. Hire the right employees
3. Process Payroll

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4. Conduct Disciplinary Actions
5. Update Policies
6. Maintain employee records
7. Conduct Benefit Analysis

Traits Required In This Field:

1. Ability To Communicate Effectively And Efficiently
2. Maintaining excellent harmony with the clients.
3. Adapt The Changes In The Industry
4. Available to help professionally
5. To Overcome Challenges
6. Scrutiny
7. Kind of work needs to be carried out for the Companies.

What Is Recruitment?

It's the processing search for well qualified candidates to stimulate the development of an organization. Alongwith the search, discovering reliable sources to communicate desirable candidates meeting the suitable job profiles, according to the organization.

Importance Of Recruitment:

The following points will help understand the importance of Recruiting:

1. The process is important to encourage and attract candidates and get ample applications for the job vacancies.
2. It is an effective way to create an information pool about the prospective candidates who are suitable for the talent needs of the organization.
3. It is a very important step Of Planning And analysis about the present and future manpower requirements of the organization.
4. It bridges the gap between employers and their future employees.
5. It is an inexpensive way of gathering information about the talented manpower in the industry.
6. It helps to improve the selection process by proper sorting of suitable candidates for the job.
7. It reduces the turnover of employees due to correct matching of candidate expectations and rewards offered by the organization.
8. It also helps the organization meet the social and legal obligation maintaining the manpower composition.
9. It determines the appropriate candidates through the different channels recruitment.
10. It helps the organization to create different sources of attracting the right candidate for the job profile.

Steps Of Recruitment Explained Diagrammatically:

The common steps of recruiting followed by the HR department of various organizations:

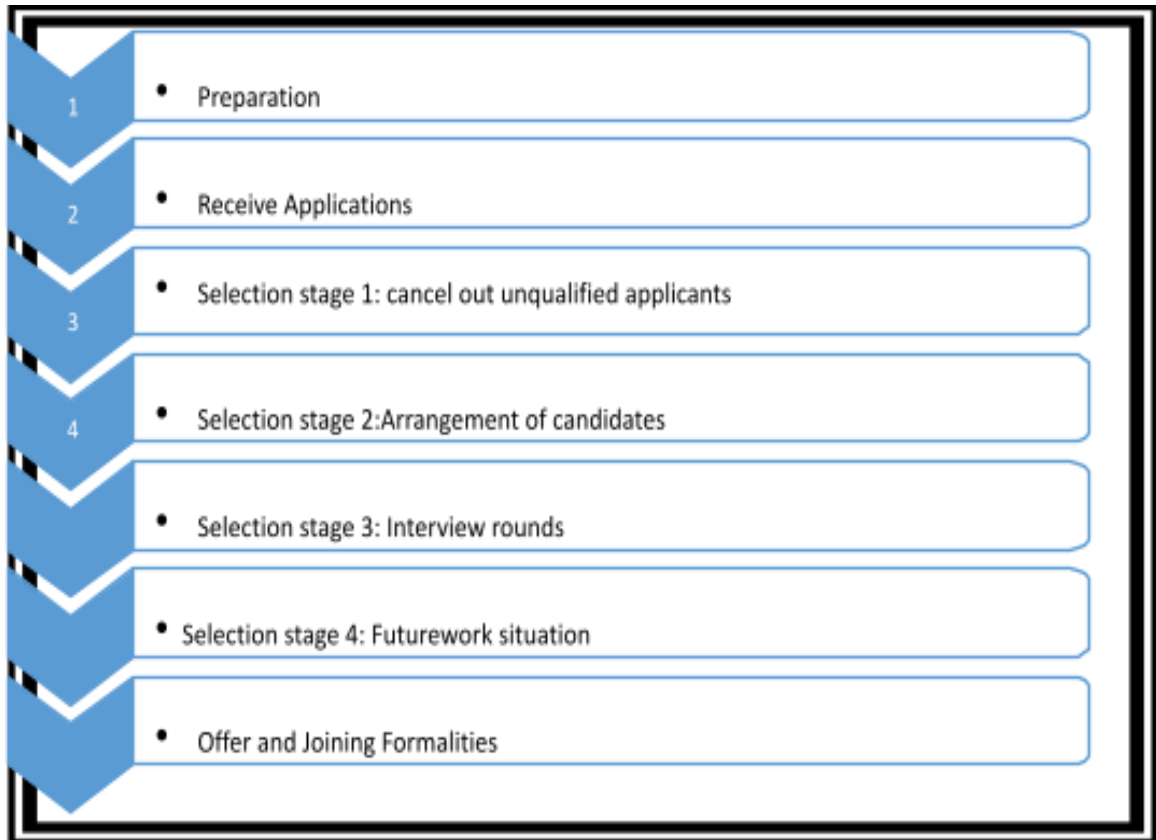


Figure no 1:- Steps of Recruitment.

WHAT IS SELECTION PROCESS?

Selection is the process of choosing the right candidate, who is most eligible for a vacant job position in an organization. It Ensures that an organization receives the best and right applicant with the right attitude in order to perform the functions and their assigned roles efficiently.

Importance Of Selection:

Selection is an important aspect for the organization due to the following reasons:

1. It helps in identifying the right candidates for company
2. It analyses the performance of work in each candidate
3. It helps avoiding false negatives and false positives of the candidates

The important factors affecting the process of selection are explained diagrammatically below:



Figure no 2:- Factors affecting the process of Selection.

Analysis On The Process Of Recruitment & Selection:

Process of recruiting & Selecting The right person for the right position (In hospital):

1. The information regarding the vacancy is delivered to the HR HOD (Head of Department) by the concerned department personnel.
2. If the position to be recruited is new, then a personnel requisition is filled by the concerned department and then approved by the department HOD, HR HOD and the CEO or director in position.
3. If the position to be recruited is not i.e., existing position then directly the CVs are sourced from internal or external sources.
4. Internal sources in corporate promotion of the existing employees, advertisements, recommendations from employees, E-recruitments, referred from internship performances freshers, etc.
5. External Sources Incorporate Campus recruitments from colleges, through placements agencies or consultants, social media advertisements, job portals such as linkedin profiles, naukari.com, etc.
6. All the suitable CVs are screened by the HR officer which are then forwarded to the concerned department's HOD for approval. After which the interview is scheduled by the HR executive.
7. The First Stage Begins With The Initial Screening where the candidates are informed about the interview through phone call or email.
8. There Are Several Rounds Of Interview, depending upon the job profile being recruited. The First round interviews Conducted Either by a telephonic medium or called physically to the organization.
9. After the first round of interview the HR officers analyze the candidate on different parameters which are communication skills, organizational skills, technical and non-technical skills, in-depth knowledge of the job, etc.
10. These all parameters are judged and marked on an assessment sheet which is attached to their respected CV and referred to the next round of interview by the interviewer.
11. On the assessment sheet basis, the candidates are recategorized as suitable not-suitable. The Suitable candidates are selected for the second round and interviewed by the concerned departmental HOD's. The questionnaire is based on technical skills needed for that specific field.
12. Success and failure of the interviewee is decided by the departmental HOD and the decision is forwarded to the HR department. If the candidate has successfully cracked interview rounds the HR team further prepares the CTC document according to the budget number allotted to the employee code.

13. The CTC bifurcation is clarified, negotiated and finalized with the interviewee by the HR officer.
14. Once all the confirmation is done, the joining details along with the day and date are sent through email, and asked to bring all required documents.
15. On the day of joining the secondary screening of all the required documents and are being verified by the HR person. This is known as BGV (Background Verification).
16. Candidates have to undergo a pre-employment test, e.g., medical checkup. If the employees are turned out to be totally fit for the job they are officially hired and their employee file is maintained where the CT document, proposal sheet, offer letter, along with all required essential documents are attached.
17. The candidate is on board followed by which the candidate is given Training / Induction within 15-30 days by the HR executive or the concerned department employee where all the organizational policies, rules and regulations are made understood apart from that departmental training given them.
18. Every candidate joining the company has to follow a probation period of 6 months as per the organization policy. After the completion of the probation period either the candidate is declared as confirmed or extended for one more probation period.

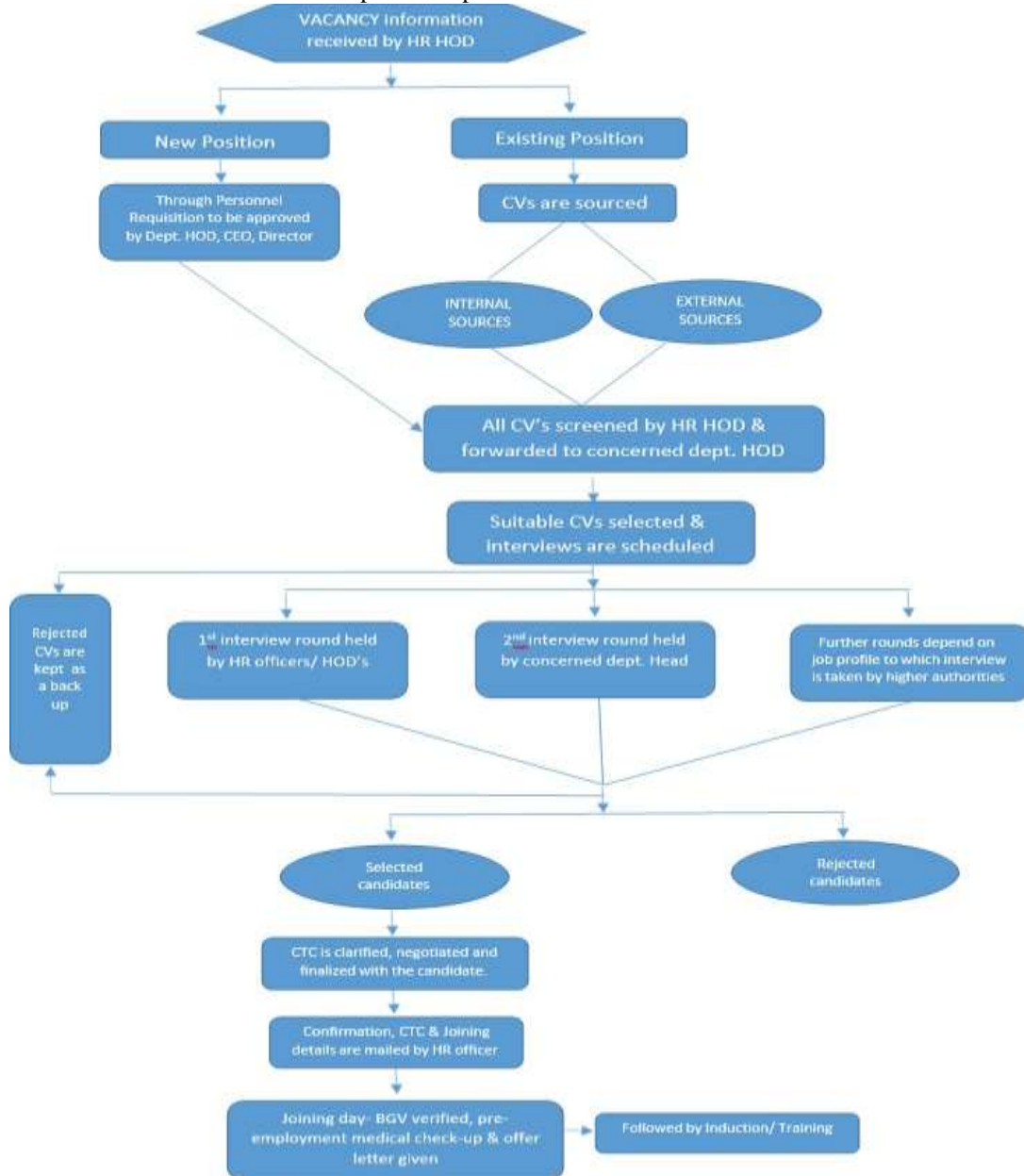


Figure No: 3:- Diagrammatic explanation of the process of recruiting & selecting the right person for the right position.

Conclusion:-

As the entire healthcare industry and hospital organization, the employees working directly deal with the lives of the people, handling and manufacturing medical equipment and medicines, treatment and care etc. It is very important to recruit and select the right manpower for these public serving sectors.

These responsibilities must be thoroughly fulfilled by the HR department of the firms.

Since the HR department deals with recruiting clinical non-clinical staff, it is necessary to ensure that the employees are fully trained by the experts.

The vision of the HR department believes in what a person brings to the desk always matters.

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