

## Recruitment Practices in Hospital Industry– A Case Study of DMCH

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### Abstract

From past decade the business organisations are more concentrating on the human capital because they are the most valued and most treasured assets. While recruiting the candidates the organizations has to map carefully the available human resources because they create the competitive advantage for the organizations. The word recruitment has become as a logistic of human resource capital for many organizations. Business organizations are advancing modern recruitment and selection methods due to the entry of multinational companies. The aim of the paper is to study the recruitment process followed at DMCH. The best human capital availability in organizations makes them competitive advantage as well as they become the real life blood of the organizations. This research studies the review of literature for recruitment procedures followed at organizations. The research was done using both primary and secondary data. Primary data was collected from 100 employees using questionnaire method. The results were obtained from chi square and percentage method. The research findings reveal that DMCH follows best recruitment process and the organization follows best ethical recruitment policy.

**Keywords: Employees, recruitment, recruitment policy.**

### Introduction

Human resource management is the essential function of organizations. Among the HR practises recruitment is the basic function where employees are enter into the organizations. Recruitment means to estimate the available vacancies and to make suitable arrangements for their selection and appointment. Recruitment is understood as the process of searching and obtaining applicants for the job, from among whom right people can be selected.

A formal definition states, “It is the process of finding and attracting capable applicants for the employment. The process begins when new recruits are sought and ends when their applicants are submitted. The result is a pool of applicants from which new employees are selected”. In this, the available vacancies are given wide publicity and suitable candidates are encouraged to submit applications so as to have a pool of eligible candidates for scientific selection.

In recruitment, information is collected from interested candidates. For this different source such as newspaper advertisement, employment exchanges, internal promotion, etc are used.

In the recruitment, a pool of eligible and interested candidates is created for selection of most suitable candidates. Recruitment represents the first contact that a company makes with Potential employees.

Recruitment is a positive function in which publicity is given to the jobs available in the organization and interested candidates are encouraged to submit applications for the purpose of selection.

Recruitment represents the first contact that a company makes with potential employees. It is through recruitment that many individuals will come to know a company, and eventually decided whether they wish to work for it. A well-planned and well-managed recruiting effort will result in high quality applicants, whereas, haphazard and piecemeal efforts will result in mediocre ones.

### Review of Literature

This report deals with the recruitment and selection process. Many researchers worked on this topic. **Raymond J. Stone (2005)** defined recruitment as the process of ‘seeking and

attracting a pool of applicants from which qualified candidates for job vacancies within an organization can be selected. 'Jones et al. (2006) suggested that examples of recruitment policies in the healthcare, business or industrial sector may offer insights into the processes involved in establishing recruitment policies and defining managerial objectives. ). **Michael D. white and Glipsy Escobar (2008)** states that recruitment and selection have become critically important issues for police department around the world. **Ongori Henry and Temtime Z (2009)** have to investigate the recruitment and selection practices of SMEs. These practices are to encourage innovation, survival and growth of SMEs if taken serious by owner /managers. **Parry & Wilson (2009)** stated that “recruitment includes those practices and activities carried out by the organization with the primary purpose of identifying and attracting potential employees”. As success of service sector as in case of civil aviation industry depends upon the human capital, recruitment & selection of the right people into the service business is crucial to achieve organizational success (**Zheng, 2009**). **Sonal sisodia and Nimit Chowdhary (2012)** inferred that illustration in recruitment advertisement of service organization of creates tangible representation and challenge the application to presume the intended significance of the illustrative appeal. Service employers should use visual communication to initiative relationship with prospective employees. **Mir Mohammed Nurul Absar (2012)** states that Recruitment and selection is one of the most important functions of human resource management. SMEs and suggest appropriate practices to enhance organizational performance. Recruitment and selection practices are the key factors to the entry point of human resource to any organizational which also tends determine the success and sustainability.

### **Research methodology**

The objectives of study are:

- To study the satisfaction level among employees regarding recruitment process.
- To capture the impact of institution's reputation on recruitment process.
- To give suggestions for making recruitment process as effective tool for achieving organisational goal.

To achieve these objectives, following hypotheses were made:

1.  $H_0$ : There is no significant difference between males and females applying for job and factors influencing them to apply.
2.  $H_0$ : There is no significant difference between qualification of employees and policies and practices explained to them before joining.
3.  $H_0$ : There is no significant difference between gender and problems faced by employees while recruitment.

This study is **descriptive** in nature. The sample size has been taken 100 respondents of new joining employees (Jan, 2017to June, 2017). And units covered are DMCH, HDHI- UNIT, and CANCER BLOCK. Convenience sampling technique is selected. Under which every item in the universe has an equal chance of inclusion but according to convenience of the study.

For this research primary data has been collected by using Questionnaires Method and secondary data by going through various records, books, websites, etc.

**DATA ANALYSIS AND INTERPRETATION**

**TABLE 1**

**Analysing the factor that influencing the employees to apply in DMCH /HDHI.**

<b>Opinion Respondents</b>	<b>on</b>	<b>No of Respondents</b>	<b>% of Respondents</b>
Institution Reputation		63	63%
Salary		6	6%
Recommended Someone	By	21	21%
Other		10	10%
<b>Total</b>		<b>100</b>	<b>100%</b>

**HYPOTHESIS-1 There is no significant difference between males and females applying for job factors influencing them to apply.**

CHI SQUARE TEST:

<b>Factor Gender</b>	<b>Company Reputation</b>	<b>Salary</b>	<b>Recommended by someone</b>	<b>Other (Work Experience)</b>	<b>Total</b>
M	18	2	5	4	29
F	45	4	16	6	71
<b>Total</b>	<b>63</b>	<b>6</b>	<b>21</b>	<b>10</b>	<b>100</b>

<b>O<sub>i</sub></b>	<b>E<sub>i</sub></b>	<b>(O<sub>i</sub>-E<sub>i</sub>-0.5)<sup>2</sup>/E<sub>i</sub></b>
18	18.27	0.003
45	44.73	0.0012
2	1.74	0.033
4	4.26	0.013
5	6.09	0.0571
16	14.91	0.023
4	2.9	0.124
6	7.1	0.051

Value of  $X^2 = 0.3053$

Degree of Freedom= (r-1) (c-1) =3

At 5% level of significance, Table Value= 7.815

As value of  $X^2$  is less than the table value, hence the null hypothesis is accepted and we conclude that there is no significant difference between gender & factor influencing them to apply for job.

**TABLE 2**

**Showing whether the employees face any problem while recruitment.**

<b>Opinion on Respondents</b>	<b>No of Respondents</b>	<b>% of Respondents</b>
Yes	10	10%
No	90	90%
<b>Total</b>	<b>100</b>	<b>100%</b>

**HYPOTHESIS-2 There is no significant difference between gender and problems faced by employees while recruitment.**

CHI SQUARE TEST:

<b>Gender/Response</b>	<b>Yes</b>	<b>No</b>	<b>Total</b>
M	1	28	29
F	9	62	71
<b>Total</b>	<b>10</b>	<b>90</b>	<b>100</b>

<b>O<sub>i</sub></b>	<b>E<sub>i</sub></b>	<b>(O<sub>i</sub>-E<sub>i</sub>-0.5)<sup>2</sup>/E<sub>i</sub></b>
1	2.9	0.675
9	7.1	0.276
28	26.1	0.075
62	63.9	0.031

Value of  $X^2 = 1.057$

Degree of Freedom= (r-1) (c-1) =1

At 5% level of significance, Table Value= 3.841

As value of  $X^2$  is less than the table value, hence the null hypothesis is accepted and we conclude that there is no significant difference between gender & problems faced by employees while recruitment.

**TABLE 3**

**Showing whether all the policies and practices were explained to employees before joining/issuing medical**

<b>Opinion on Respondents</b>	<b>No of Respondents</b>	<b>% of Respondents</b>
Yes	96	96%
No	4	4%
<b>Total</b>	<b>100</b>	<b>100%</b>

**HYPOTHESIS-3 There is no significant difference between qualification of employees and policies and practices explained to them before joining.**

CHI SQUARE TEST:

Qualification/Response	Yes	No	Total
Diploma	12	2	14
Graduation	78	2	80
Post Graduation	6	0	6
<b>Total</b>	<b>96</b>	<b>4</b>	<b>100</b>

O <sub>i</sub>	E <sub>i</sub>	(O <sub>i</sub> -E <sub>i</sub> -0.5) <sup>2</sup> /E <sub>i</sub>
12	13.44	0.066
78	76.8	0.0064
6	5.76	0.0117
2	0.56	1.578
2	3.2	0.153
0	0.24	0.282

Value of  $X^2 = 2.0971$

Degree of Freedom= (r-1) (c-1) =2

At 5% level of significance, Table Value= 5.991

As value of  $X^2$  is less than the table value, hence the null hypothesis is accepted and we conclude that there is no significant difference between Qualification of employees & policies and practices explained to them before joining.

**Findings**

- H.R. department provide an appropriate level of information about recruitment.
- Most of the employees apply here due to company reputation.
- All policies and practices were explained to the employees before joining.
- Employees think that the present recruitment policy is helpful in achieving the goals of the organization.
- Almost all employees are satisfied with recruitment process.

**Suggestions**

- More employees have to be recruited to control the workload of employees.
- The special training must be provided to the supervisors about handling the situations properly in an efficient way.
- The experienced supervisors should be selected for the supervision work.
- The paper work should be reduced by introducing more computerization in the respective departments.
- Time to time counselling should be given to employees to reduce stress.

**Conclusion**

This study was study conducted among the workers of DMCH, Ludhiana covering 100 employees. The data was collected by the means of questionnaire and the data was classified

and analyzed carefully by all means. From the analysis, it has been found that the most of the employees in the company were satisfied but changes are required according to the changing scenario of recruitment process that has a great impact on working of the company as a fresh blood, new idea enters in the company. When Recruitment Process is properly established and implemented then organization will must grow because all the employees will be according to the requirements. Some of the suggestions were mentioned to enhance the organizational policies, strategies, procedures, and process.

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