



A Study On Recruitment And Selection Process For Hiring The Potential Employees In Apollo Hospitals

Dr. S. Sankar* , **Kaushik Babu R M**** , **Dinesh S.Patel ***** , **Dr. Maran Mari Muthu****** ,
Dr. L. Arunachalam *****

*Associate Professor/MBA, Sri Sairam Engineering College, Chennai, India.

**Student, Sri Sairam Engineering College, Chennai.

*** Managing Director SFP & Sons Ltd, Chennai.

**** Associate Professor, Universiti Teknologi PETRONAS, Malaysia.

***** Professor/MBA, Sri Sairam Engineering College, Chennai, India.

ABSTRACT

This study identifies various sources of recruitment and selection processes in the Indian healthcare industry. The recruitment and selection process are the platforms for success in any organization. The reason is that Human Resource (HR) has a significant role in the overall performance of any organization. Job redesigning, integrating information on job design in training and management development programs, and executing them to ensure that sound human resource policies and practices are developed, are all done by the HR department. It is vital to have a well-organized employment policy and strategy. Therefore, recruitment process in an organization must be effective to attract the best talent. The responsibility of the HR manager in a healthcare industry is versatile and complicated too. Manpower planning and recruitment takes a lot of thought process. The primary data collection for the study was conducted by personal conversation with the employees of the selected hospitals. In this paper, the recruitment and selection (staffing) process in the healthcare industry is described in India.

Key Words: HR Practices, AHC, MPP, Job Design etc.,

INTRODUCTION

Recruitment the set of activities takes place in an organization to attract job candidates possessing the appropriate characteristics to help the organization reach its objectives. It involves seeking and attracting pool of people from where suitable qualified candidates can be chosen for vacancy. The basic purpose is to collect a group of potentially qualified people. Selection is the process of finding out the most suitable candidates for the suitable job. After identifying the sources of manpower, searching for prospective employees and stimulating them to apply for jobs in the organization, the management has to perform the function of selecting the right employees at the right time and at the right post

Sample size taken for study is 100 A questionnaire is prepared according to the parameters like

human resource planning, cost effectiveness, induction recruitment and selection. The questionnaire is distributed to the executives of Apollo Hospitals and being on the obtained data, conclusions, suggestions & recommendations are drawn.

Every organization follows the process of recruitment and selection in AHC, this process shall be initiated on receiving a requisition in the prescribed format duly approved by the MD/ executive director. It should contain the particulars of role, responsibilities reporting relationship, qualification etc. The selection methodology for various positions shall be based on personal interviews

The recruitment and selection process followed in AHC is comparatively well defined. Most of the candidates are recruited through Employee Reference and Consultancy, Candidates selected are given a probationary period. The suggestions drawn through the project study are like before posing the candidates to personal interviews, tests like aptitude, achievement, situational, interest, group discussion and personality development interview should be conducted. This helps the company in retaining employees for long time.

PROBLEM STATEMENT

The need for recruitment may be due to the following reasons / situation: a) Vacancies due to promotions, transfer, retirement, termination, permanent disability, death and labour turnover. b) Creation of new vacancies due to the growth, expansion and diversification of business activities of an enterprise. In addition, new vacancies are possible due to job specification. Purpose and importance of Recruitment. Determine the present and future requirements of the organization on conjunction with its personnel-planning and job analysis activities. Increase the pool of job candidates at minimum cost. Help increase the success rate of the selection process by reducing the number of visibly under qualified or overqualified job applicants. Help reduce the probability that job applicants, once recruited and selected, will leave the organization only after a short period of time. Problem in the selection process is the situation that the recruiters might become too focuses in a specific characteristic or talent he expects of a future employee. This can lead to a predictable limitation in short listing applications and CVs, in job interviewing. The Researcher undertaken the study to overcome the above problems in Recruitment and Selection process.

OBJECTIVES OF THE STUDY

- To Study on Recruitment and Selection Process for Hiring the Potential Employees in AHC.
- To find out the employee's opinion towards recruitment and selection process followed in AHC

REVIEW OF LITERATURE

Neha Saxena, Himanshu Rai (2015) made a research on the correlation effects between recruitment, selection, training, development and employee stress, satisfaction and commitment:

**1870 | Dr. S. Sankar A Study On Recruitment And Selection Process For Hiring
The Potential Employees In Apollo Hospitals**

findings from a survey of 30 hospitals in India. The paper explored the correlation effects of recruitment, selection, training and development in public and private hospitals of India. The data was collected using a questionnaire survey method from the medial staffs. The data was analysed using a statistical measures like descriptive statistics, correlation and regression.

Pouransari, Somayeh(2016) made a study on the effect of human resources information systems(HRIS) on staff retention: a study of recruitment and selection in a UK based hospitality organisation. The data for this research is collected by using in-depth semi- structures interviews. The findings were traingled by the adoption of a series if techniques, including focus group discussion & document analysis.

S. Praveen Kumar, J. Pavithra (2017) Made a research on Recruitment and selection. It was used to describe the workfare capacity available to devote to the achievement of its strategies had drawn upon concept developed in organisational psychology. The analysis and interpretation was based on the responses of 100 respondents which actually contained their views about the recruitment and selection.

Eugene Abrokwah, Ge Yuhui, Ramous Agyare & Anita Asamany (2018) Made a study on Recruitment and selection practices among non-governmental organisations (NGOs) in Ghana. The research was made through questionnaire. The samples collected was 282. SPSS tool was used for the study.

Pshdar Abdalla Hamza, Baban Jabbar Oathman, Bayar Gardi et.al., (2021) Made a study on Recruitment and selection: the relationship between Recruitment and Selection with organizational performance. A quantitative method was used to analyse the study. The sample size was 220. The datas were collected and SPSS tool were used for calculation.

RESEARCH METHODOLOGY

RESEARCH DESIGN:

The research used descriptive type of research for the study. Descriptive research is a type of research that describes data and characteristics about the population or phenomenon being studied. Questionnaire of 20 questions have been used for the study.

DESCRIPTIVE RESEARCH:

It shows the present state of affair existing in the organization. Descriptive research process seeks to describe users of a product, determine the proportion of the population that uses a product, or predict future demand for a product.

SAMPLING METHOD

Non-Probability sampling-(simple random sampling)

SAMPLE SIZE:

Size of sample means number of sampling units selected from the populations for investigation.

Whenever we conduct a survey. Sample size has a great importance in surveys. This study got 100 sample size for the research.

DATA COLLECTION:

Data is collected from primary data and secondary data.

DATA ANALYSIS AND INTERPRETATION.

CHI-SQUARE

Null hypothesis (H0): There is no significant relationship between the age and Recruitment and Selection Process for Hiring the Potential Employees

Alternative hypothesis (H1): There is a significant relationship between the between the age and Recruitment and Selection Process for Hiring the Potential Employees

Recruitment and Selection Process for Hiring The Potential Employees

Age * RECRUITMENT AND SELECTION PROCESS FOR HIRING THE POTENTIAL EMPLOYEEES							
Count							
		RECRUITMENT AND SELECTION PROCESS FOR HIRING THE POTENTIAL EMPLOYEES					Total
		Agree	Disagree	Neither agree nor disagree	Strongly agree	Strongly disagree	
Age	18 to 25	51	22	0	9	0	82
	25 to 30	0	0	5	1	7	13
	30 to 35	0	0	3	0	0	3

	Above 35	0	0	2	0	0	2
	Senior citizen	0	0	0	0	0	0
	Total	51	22	10	10	7	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	122.749 ^a	12	.000
Likelihood Ratio	95.184	12	.000
Linear-by-Linear Association	64.107	1	.000
N of Valid Cases	100		

a. 14 cells (70.0%) have expected count less than 5. The minimum expected count is .14.

Interpretation

From the above calculation, H₀ is rejected as the significance value is <0.05 and H₁ is accepted. It is concluded that a relationship exists between Employees are not required to Recruitment and Selection Process for Hiring the Potential Employees

CHI-SQUARE

Null hypothesis (H₀): There is no significant relationship between the Gender Recruitment and Selection Process for Hiring the Potential Employees

Alternative hypothesis (H₁): There is a significant relationship between the gender and Recruitment and Selection Process for Hiring the Potential Employees

Recruitment and Selection Process for Hiring the Potential Employees

Gender * RECRUITMENT AND SELECTION PROCESS FOR HIRING THE POTENTIAL EMPLOYEES

		Count					
		Personal protective equipment causes skin problems					
		Always	Never	Rarely	Sometimes	Very frequently	Total
Gender	Female	0	12	16	0	0	28
	Male	3	0	16	50	3	72
Total		3	12	32	50	3	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	60.317 ^a	4	.000
Likelihood Ratio	74.229	4	.000
Linear-by-Linear Association	55.332	1	.000
N of Valid Cases	100		

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	60.317 ^a	4	.000
Likelihood Ratio	74.229	4	.000
Linear-by-Linear	55.332	1	.000

Association			
N of Valid Cases	100		

a. 5 cells (50.0%) have expected count less than 5. The minimum expected count is .84.

Interpretation

From the above calculation, H0 is rejected as the significance value is <0.05 and H1 is accepted. It is concluded that a relationship exists between the gender and Recruitment and Selection Process for Hiring the Potential Employees.

CHI-SQUARE

Null hypothesis (H0): There is no significant relationship between the Marital Status and Recruitment and Selection Process for Hiring the Potential Employees

Alternative hypothesis (H1): There is a significant relationship between the Marital Status and Recruitment and Selection Process for Hiring the Potential Employees

Recruitment and Selection Process for Hiring The Potential Employees

Marital Status * Recruitment And Selection Process For Hiring The Potential Employees							
Count							
		Recruitment And Selection Process For Hiring The Potential Employees					Total
		Always	Never	Rarely	Sometimes	Very frequently	
Marital Status	Married	19	0	0	3	0	22
	Single	0	11	15	43	9	78
Total		19	11	15	46	9	100

Chi-Square Tests

	Value	Df	Asymp. Sig. (2- sided)
Pearson Chi-Square	83.658 ^a	4	.000
Likelihood Ratio	83.201	4	.000
Linear-by-Linear Association	34.128	1	.000
N of Valid Cases	100		

a. 4 cells (40.0%) have expected count less than 5. The minimum expected count is 1.98.

Interpretation

From the above calculation, H₀ is rejected as the significance value is <0.05 and H₁ is accepted. It is concluded that a relationship exists between Marital Status and Recruitment and Selection Process for Hiring the Potential Employees

CORRELATION

H₀: There is a correlation between department and Recruitment and Selection Process for Hiring the Potential Employees

H₁: There is no correlation between department and Recruitment and Selection Process for Hiring the Potential Employees

Recruitment and Selection Process for Hiring The Potential Employees

Correlations

		Department	PPE Gives Stress After Using
Department	Pearson Correlation	1	.619
	Sig. (2-tailed)		.265
	N	100	100
PPE Gives Stress After Using	Pearson Correlation	.619	1
	Sig. (2-tailed)	.265	
	N	100	100

$r = 0.6194$

Interpretation

The value of R is 0.6194. This is a moderate positive correlation, which means there is a correlation between department and Recruitment and Selection Process for Hiring the Potential Employees

The value of R^2 , the coefficient of determination, is 0.3837.

CORRELATION

H0: There is a correlation between age and being comfortable with Recruitment and Selection Process for Hiring the Potential Employees

H1: There is no correlation between age and being Recruitment and Selection Process for Hiring the Potential Employees

Recruitment and Selection Process for Hiring the Potential Employees

Correlations

		Age1	Being Comfortable With PPE
Age1	Pearson Correlation	1	.812
	Sig. (2-tailed)		.095
	N	100	100
Being Comfortable With PPE	Pearson Correlation	.812	1
	Sig. (2-tailed)	.095	
	N	100	100

R = 0.812.

Interpretation

The value of R is 0.812. This is a moderate positive correlation, which means there is a correlation between age and Recruitment and Selection Process for Hiring the Potential Employees

CORRELATION

H0: There is a correlation between Time taken for the Interview process and Recruitment And Selection Process For Hiring The Potential Employees

H1: There is no correlation between Time taken for the Interview process Recruitment And Selection Process For Hiring The Potential Employees

Time taken for the Interview process

Recruitment and Selection Process for Hiring the Potential Employee

		Shift Schedules	PPE Shared Reused Or Altered
Shift Schedules	Pearson Correlation	1	-.454
	Sig. (2-tailed)		.443
	N	100	100
PPE Shared Reused Or Altered	Pearson Correlation	-.454	1
	Sig. (2-tailed)	.443	
	N	100	100

Interpretation

The value of R is -.454. This is a moderate negative correlation, which means there is a no correlation between shift schedules and Personal protective equipment be shared, reused or altered.

WEIGHTED AVERAGE METHOD

TABLE SHOWING THE RESPONDENTS LEVEL OF AGREEMENT REGARDING THE STATEMENT

S.NO	STATEMENT	5	4	3	2	1	TOTAL	MEAN SCORE	RANK
1	Do you feel scarcity of manpower at Apollo	50	12 4	2 7	96	2	299	19.93	2

2	Recruiter should be Knowledgeable and experienced person	360	48	15	20	1	444	29.6	3
3	Do you accept e-recruiting as a suitable way of recruiting	90	132	63	48	4	337	22.46	10
4	The recruitment and selection process of company meets the current legal requirements	5	76	15	124	13	233	15.53	1
5	Does the selection process at Apollo Hospital bring in the right candidate for the right job	35	88	30	102	10	265	17.66	6
6	Do you think Apollo Hospital spends too much in term of time and cost for the recruitment process	35	92	30	110	50	272	18.13	5
7	Do you think that academic marks play a vital role in the recruitment procedure	10	16	24	142	15	207	13.8	9
8	Do you agree candidates with more experience should be given preference regardless to merit level	10	48	12	128	18	216	14.4	4
9	Recruitment and selection process increase efficiency in the organization	30	108	12	90	18	258	17.2	8
10	How is the performance of online recruitment over response of candidates	70	120	45	70	6	311	20.73	7

CONCLUSION:

Apollo hospitals is known for rendering the best quality service both health and education sector. It is known as one of the leading hospital industries especially in India. The quality in service indicates growth and standard of the organization. The organization offers

tremendous opportunity for growth spanning multiple functions, business and also international exposure. Employees in the organization are recognized as heart and essence of the organization. They are regarded as central resource of the organization. The organization management is expected to keep vigil to ensure that the quality in treatment is maintained at appropriate level and the customers are satisfied at every foot step of the organization.

REFERENCES:

1. KS Sathyanarayana, DK Maran (2011), Job Stress of Employees - International Journal of Management (IJM), Volume 2, Issue 2, PP:93-102.
2. PP Nandakumar, KM Kaliamoorthy (2009), An empirical study on the burnout of IT professionals employed for middle east countries - Buletinul Universitatii Petrol-Gaze din Ploiesti, Seria, Volume 61, Issue 4, PP:26-35.
3. TK MilyVelayudhan, K Maran (2009), A study on Mapping Core Competencies and development of Employees for Excellence with reference to HCL Technologies - Journal Of Contemporary Research In Management, Volume 7, Issue 2, PP:11-23.
4. Venkatesh.P (2019) "A Study On Job Satisfaction Of Employees With Reference To Titanium Equipment And Anode Manufacturing Company Ltd." Journal Of The Gujarat Research Society, ISSN: 0374-8588, Volume 21 Issue 17, December 2019, PP: 1569-1581.