

A Summer Internship Report On

‘Selection and Recruiting Process’

With Special Reference to



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**Biju Patnaik Institute of Information
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DECLARATION

I SOUMYAKANTA RAJENDRA PATRO, a student of BIITM(Biju Patnaik Institute of Information Technology & Management Study), Registration No-1813258035, hereby declare that the summer internship report entitled “A STUDY ON SELECTION & RECRUITMENT PROCESS AT AMRI HOSPITAL, BHUBANESWAR” is the record of work done by me that the content of this project has not been submitted in any institution for award of any previous higher degree to the best of my knowledge. This is being submitted to Biju Patnaik Institute of Information Technology & Management Study.

This project report is profound and honest work of mine, under the guidance of Mrs. Aliva Mansingh (External Guide), and Mrs. Bonita Mitra (Internal Guide).

Duration:- 19th Apr – 3rd Jun

Department:- Human Resources

Soumyakanta Rajendra Patro

ABOUT AMRI HOSPITAL

AMRI Hospitals Bhubaneswar, the largest healthcare service provider of Odisha, provides tertiary level clinical care, backed by a multidisciplinary team of medical fraternity with the finest state-of-art-technologies available in Eastern India. With its state-of-the-art equipment and modern facilities, AMRI is ensuring that people from Eastern India are provided affordable high quality medical care in the region, so that patients need not travel to other parts of the country for medical treatment.

The hospital boasts of internationally-acclaimed Physicians and Consultants, associated on full-time basis, ensuring highest standards of clinical services, backed by a dedicated and hardworking team of medical and paramedical staff, which is among the most in Eastern India.

AMRI Hospitals-Bhubaneswar received the prestigious NABH (National Accreditation Board for Hospitals & Healthcare Providers) Accreditation and 'cGreen OT Certificate' by Bureau Veritas & Abbott India Ltd., within couple of years of its opening. The accreditation is a testimony of commitment to provide the best quality of healthcare to the people of Odisha, keeping in mind that patients are the biggest beneficiaries.

AMRI Hospital is the largest much specialty hospital in the city and the largest inclusion under very well-established brand. AMRI hospital Ltd., is the fastest growing hospital chain in Eastern India representing the images of these 400 bedded multi-specialities hope and happiness. medical fraternity with the finest state-of-art-technologies available in Eastern India. With its state-of-the-art equipment and modern facilities, AMRI is ensuring that people from Eastern India are provided affordable high-quality services.

AMRI Hospitals brings to the table a class of its own, making the healthcare group a major player in keeping Eastern India ahead of the curve. The Group treats more than 4.5 lakh people every year and conducts around 15,000 surgeries annually, providing value-for-money services, backed by advanced equipment and latest technologies. The hallmark of AMRI Hospitals is a committed team of doctors and caregivers, who take up the challenge of treating the most complicated cases, besides stepping up to handle Emergency and Critical Care with dedication, expertise and compassion. Over the last three decades, the healthcare Group has made immense contributions to the lives of people, not just from Kolkata and the rest of Eastern India, but also from other parts of South Asia and the world.

With growing awareness among the citizenry about modern medicine, a greater need for superior healthcare services emerged in Eastern India.

The Emami Group used its drive for inclusive growth and acumen for business innovation to expand across Eastern and North Eastern India, entering new specialty segments and attracting doctors, who while hailing from India, came with global exposure and international standard skills.

As the AMRI Hospitals emerged a premier healthcare service provider, the growth was not just about doing things better than the others; it was about introducing a transformative experience. For the first time in Eastern India, the Group brought to the operating table latest technologies, advanced equipment, high-class facilities, and the competence to synergize all these elements.

VISION & MISSION OF AMRI HOSPITAL

- To provide healthcare services maintaining accountability in a responsible manner which contribute to the physical, psychological, social and spiritual well-being of the patients and community, which we serve.
- To participate in the creation of healthier lives within the community conforming to the requirements of our patients and customers round the clock and constantly measuring and striving to improve the outcomes of our care and service.
- To create and sustain a work environment in which all participants are empowered and committed to continual quality improvements; confirming the values of participation, acknowledgement, accountability, teamwork, integrity and respect.
- Create the national model of care through relentless pursuit of unparalleled quality & value to the entire satisfaction of patient, customer and staff.
- To carry on educational and research activities related to the provision of care to the sick and injured or related to the promotion of health and continually rethink, reshape and redefine solutions to healthcare challenges.
- Remaining committed to ensure that a transparent quality system, as per the requirement of accreditation authority .

HUMAN RESOURCE MANAGEMENT

Human Resource Management (HRM) is a collective term for all the formal systems created to help in managing employees and other stakeholders within a company.

Human resource management is tasked with three main functions, namely, the recruitment and compensation of employees, and designating work. Ideally, the role of HRM is to find the best way to increase the productivity of an organization through its employees. Despite the ever-increasing rate of change in the corporate world, the HRM role is not likely to change in a significant way.

HRM staff members are partially responsible for ensuring that the organization has an overall mission, vision, and values that are shared and provide an overarching reason for employees to want to work for their organization. These elements can be inspirational and help employees feel as if they are part of something that is bigger than themselves.

Additional activities sponsored by HRM can include employee and community outreach. They are frequent mentors and members of employee teams that address philanthropic giving, employee engagement activities, and events that involve employee families.

HRM functions are also performed by line managers who are directly responsible for the engagement, contribution, and productivity of their reporting staff members. In a fully integrated talent management system, the managers play a significant role in and take ownership of responsibility for the recruitment process. They are also responsible for the ongoing development of and retention of superior employees.

Functions of the HR Department:-



1. Recruitment and selection
2. Manpower planning
3. Training and development
4. Compensation and benefits
5. Performance Management
6. Employees welfare
7. Job design and job analysis
8. Health and safety regulations
9. Industrial Relations
10. Succession planning

Roles and Responsibilities Of HR Department :-

- Administrator is capable of handling and modifying the module as per rules and regulations.
- Pay roll system consists of salary details according to use capability.
- Leave records, hold employee casual or medical or personal or alternative leave and beyond limit, he is penalized by a certain amount.
- Bonus is rewarded to the employee for working overtime or any other reasons.
- Records of training schedule for employees are maintained.
- HR executive can generate reports on required issue.
- Employee retention program should be organized if it is necessary because HR manager should understand the attrition rate of the company and talented employees are the assets for the growth in the organization.
- Talent Acquisition is one of the most important roles and responsibilities of Human Resource Manager because if he make a wrong entry in your organization its a waste of time and money.
- An HR manager should be a great leader, So that he can lead the company towards the achievement of bigger organizational goals.
- To be specific for maintaining the situation of mutual benefits HR manager should well focus on the above roles and responsibilities of Human Resource Manager.

SELECTION AND RECRUITMENT

Recruitment refers to the process of finding possible candidates for a job or function, usually undertaken by recruiters. It also may be undertaken by an employment agency or a member of staff at the business or organization looking for recruits. Advertising is commonly part of the recruiting process, and occur through several means; through online, newspapers, using newspaper dedicated to job advertisement, through professional publication, using advertisements placed in windows, through a job centre, through campus interviews etc. Suitability for a job is typically accessed by looking for skills, e.g., communication skills, typing skills, computer skills. Evidence for skills required for a job may be provided in the form of qualifications either it is educational or professional, experience in a job requiring the relevant skills or the reference policy. Employment agencies may also give computerized tests to access or to recognize an individual's knowledge of software packages or typing skills. At a more basic level written tests may be assessed numeracy and literacy. A candidate may also be assessed on the basis of an interview. Sometimes candidates will be requested to provide a resume or to complete an application form to provide this evidence. The follow-up process may be referred to as a part of the recruitment process and selecting process of candidates to take up the target jobs or functions.

This is an HR process that helps differentiate between qualified and unqualified applicants by applying various techniques. The term 'selection' comes with the connotation of placing the right person in the right job. The selection process aims at conducting interviews and evaluating candidates for a specific job, defined at recruitment, selecting. Finally, an individual for the vacancy, based on predefined criteria. Selection can range from a very simple process to a very complicated one, which depends solely on the company you hire and the position the candidate is looking for.

PURPOSE AND IMPORTANCE OF RECRUITMENT:

- Determine the present and future requirement 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 over qualified job applicants.
- Begin identifying and preparing potential job applicants who will be appropriate candidates.
- Total visibility into the metrics you need to make sure you are targeting and selecting the right candidates.
- The recruitment process assists a company in evaluating its present and future staffing requirements. It conducts a methodical examination of company operations to determine the right number of recruits necessary.

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

NEED FOR RECRUITMENT:

The need for recruitment may be due to the following reasons:

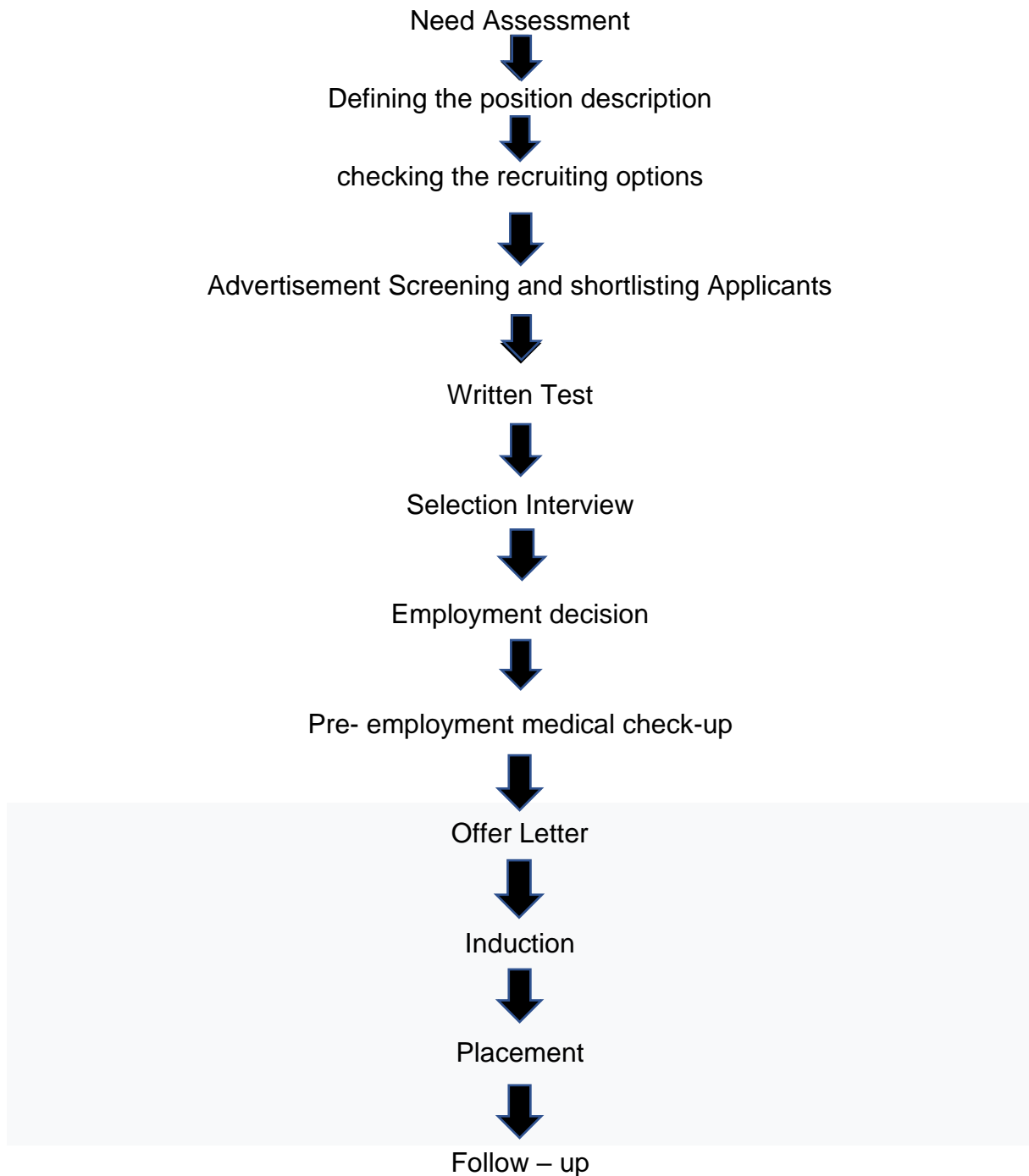
- Vacancies due to promotions, transfer, recruitment termination permanent disability turnover.
- Creation of new vacancies due to the growth, expansion and diversification of an enterprise death and labour. In addition, new vacancies are possible due to job specification.

Recruitment Needs are of Three Types:

- Planned: i.e., the needs arising from changes in organization and retirement policy.
- Anticipated advertisements: Anticipated needs are those movements in personnel
- Unexpected: Services, backed by a dedicated and hardworking team.

PROCESS OF RECRUITMENT: -

A responsibility for recruitment usually belongs to the HR department. This department works to find attract capable applicants. Job description and specification provide the needed information upon which the recruitment process starts. The functions of the recruitment office of AMRI are as follows:



Methods of Recruitment

1. Direct method
2. Indirect method
3. Third party method

Direct Method

The direct method includes sending of the recruiters to different educational and professional institutions, employees contact with public, and mannered exhibits. One of the widely used methods is sending the recruiters to different colleges and technical schools. This is mainly done with the cooperation of the placement office of the college. Sometimes, firms directly solicit information from the concerned professors about student with an outstanding-records. Other direct methods include sending recruiters to conventions and seminars, setting up exhibits at fairs, and using mobile offices to go the desired centres.

Indirect Method

Indirect method involves mainly advertising in newspapers, on the radios, intrade and professional journals, technical magazines and brochures.

Advertisements in newspapers and or trade journals and magazines are the most frequently used methods. Senior post is largely filled with such methods. Local newspaper can be good sources of blue-collar workers, clerical employees, and lower-level administrative employees.

Advertisement tactic and strategy in personnel Recruitment, three main points need to be borne in the mind before an advertisement is inserted and it can give blind advertisement in which only box number is given.

This method is useful when:

- (i) Organisation does not find suitable candidates to be promoted to fill up the higher posts
- (ii) When the organisation wants to reach out to a vast territory, and
- (iii) When organisation wants to fill up scientific, professional and technical posts.

Third Party Method

Many organizations also use blind advertisement to reach out candidates in which the identity of the organization is not revealed. The third-party method of recruitment includes the helping hands which are outside the organization.

As an HR manager it is imperative to make the best choices to impact the business and each employee. The wrong new hire can negatively affect everything from the integrity of the work to the relations of the current employees. Often companies will turn to third-party recruiters to assist with the hiring process.

The most frequently used third-party methods are public and private employment agencies. Public employment exchanges have been largely concerned with factory workers and clerical jobs. They also provide help in recruiting professional employees. Private agencies provide consultancy services and charge a fee.

Now, a question arises: which particular method is to be used to recruit employees in the organisation? The answer to it is that it will depend on the policy of the particular firm, the position of the labour supply, the Government regulations in this regard and agreements with labour organisations. Notwithstanding, the best recruitment method is to look first within the organisation.

Evaluation of the recruitment method

The following are the evaluation of the recruitment method

- 1: Number of initial enquires received which resulted in completed application forms
- 2: Number of candidates recruited.
- 3: Number of candidates retained in the organization after six months.
- 4: Number of candidates at various stages of the recruitment and selection process, especially those short listed.

RECRUITMENT PROCESS

1. Identify vacancy
2. Prepare job description and person specification
3. Advertising the vacancy
4. Managing the response
5. Short-listing
6. Arrange interviews
7. Conducting interview and decision making

Recruitment needs are of Three types:

- **Planned:**
i.e., the needs arising from changes in organization and retirement policy.
- **Anticipated:**
Anticipated needs are those movements in personnel, which a organization can predict by studying trends in the internal and external environment.
- **Unexpected:**
Resignation, deaths, accidents, illness give rise to unexpected needs.

Purpose & Importance of Recruitment:

- Attract and encourage more and more candidates to apply in the organization.
- Recruitment is the process which links the employers with the employee
- Increase the pool of job candidates at minimum cost.
- Help increase the success rate of selection process by decreasing 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.
- Meet the organizations legal and social obligations regarding the composition of its workforce.
- Begin identifying and preparing potential job applicants who will be appropriate candidates.

Sources of Recruitment

There are two broad sources of recruitment – internal and external. A brief description of each source follows:

- 1. Internal Sources of Recruitment:** Existing employees of an organization provide the internal sources in the main. Whenever any vacancy arises, someone from within the organization is upgraded, transferred, promoted or even demoted. Retrenched employees, retired employees, dependents deceased employees may also constitute the internal sources. The major internal sources of recruitment are as under.

a. Promotion and Transfers:

The most important source of filling vacancies from within is through transfers and promotions. A transfer is a lateral movement within the same grade, from one job to another. They may lead to changes in duties and responsibilities, working conditions, etc. but not necessarily salary. Promotion, on the other hand, involves movement of employees from a lower-level position to a higher-level position accompanied by (usually) changes in authority, duties, responsibilities, status and remuneration. Organizations generally prepare a central pool of persons from which vacancies can be filled in. such persons are usually posted to various departments, depending of internal requirements.

b. Job posting:

Job posting is another way of hiring people from within. In job posting, the organization publicizes job openings on bulletin boards, electronic media and similar outlets. One of the important advantages of this method is that it offers a chance to highly qualified applicants working within the company to look for growth opportunities within the company without looking for external opportunities.

c. Employee referrals:

Employee referral means using personal contacts to locate job opportunities. It is a recommendation from a current employee regarding a job applicant. The logic behind employee referral is that “it takes one to know one”. Employees working in the organization, in this case, are encouraged to recommend the names of their friends working in other organizations for a possible vacancy in the near future. In fact, this has become a popular way of recruiting people in the highly competitive IT industry now-a-days. Companies offer rewards also to employees whose recommendations are accepted – after the routine screening and examining process is over and job offers extended to the suggested candidates. As a goodwill gesture, companies also consider the names recommended by unions from time to time.

2. External Sources of Recruitment:

The sources of recruitment that are used to hire people from outside the organization may be many but a few most important among them are discussed below:

a. Advertisements:

When an organization desires to communicate to the public that it has a vacancy, advertisement is one of the most popular methods used. However, the media of advertisement preferred is often determined by the type of job. As, of fact the higher the position in the organization, the more specialized the skills, or the shorter the supply of the resource in the labour force, the more widely dispersed the advertisement is likely to be. The search for a manager, for example, might include advertisement through internet, in national dailies, specialized journals, etc. on the other hand, the advertisement for lower-level jobs is usually confined to the local dailies.

Many organizations prefer what is referred to as a blind advertisement in which identification of the organizations is not disclosed. Respondents are usually asked to reply to a post office box number. This is especially preferred when the position that the organization wishes to fill is expected to draw an extraordinary number of applications. Using the blind ad relieves the organization from having to respond to any individual who applies. Only those individuals the organization wishes to see are notified; the remaining are not as if the application was never received. This method is appropriate when (A) the organization intends to reach a large target group and (b) the organization wants a fairly good number of potential candidates who are geographically dispersed to apply for the advertised vacancies. Let's briefly examine the wide variety of alternatives available to a company as far as ads are concerned:

i. Internet ads:

In the age of globalization prospective candidates for specialized jobs in large organizations, especially MNCs may be attracted through internet ads. Such

ads do have world wide access to highly qualified people having internet connections.

ii. Newspaper ads:

Ads in newspapers may be published without much of a lead time. It has flexibility in terms of information and can conveniently target a specific geographic location. On the negative side, newspaper ads tend to attract only those who are actively seeking employment at that point of time, while some of the best candidates who are well paid and challenged by their current jobs may not be aware of such openings. As a result, the company may be bombarded with applications from a large number of candidates who are marginally qualified for the jobs, adding to its administrative burden.

iii. Television and radio ads:

These ads are more likely to reach individuals who are not actively seeking employment, they are more likely to stand out distinctly, they help the organization to target the audience more selectively and they offer considerable scope for designing the message creatively. However, these ads are expensive. Also, because the television or radio is simply seen or heard, potential candidates may have a tough time remembering the details, making application difficult.

b. Employment agencies:

There are three forms of employment agencies – public employment agencies, private employment agencies, and management consulting firms.

i. Public employment agencies:

Most public agencies tend to attract and list individuals who are unskilled or have had minimum training this, of course, does not reflect on the agency's competence. Rather, it reflects the image of public agencies. Such agencies are perceived by prospective applicants as having few high skilled jobs, and employers also tend to see such agencies as having few high skilled applicants. Therefore, public agencies tend to attract and place predominantly low skilled workers.

ii. Private Employment Agencies:

How does a private agency, which has to charge for its services, compete with state agencies that give their services almost free? Clearly, they must do something different from what the public agencies do, or at least give that impression.

The major difference between public and private employment agencies is their image. That is, private agencies are believed to offer positions to applicants of a higher calibre. Private agencies also provide a more complete line of services. They advertise the position, screen applicants against the criteria specified by the employer, and usually provide a guarantee covering six months or a year as protection to the employer should the applicant not perform satisfactorily.

The private employment agency's fee can be totally observed by either the employer or the employee, or it can be split. The alternative chosen usually depends on the demand – supply situation in the community involved.

iii. Head-hunters:

The third agency source consists of head hunting management consulting or executive search firms. Agencies of this type are actually specialized private employment agencies. They specialize in middle-level and top-level executive placements. In addition to the level at which they recruit, the features that distinguish executive search agencies from most private employment agencies are their fees, their nationwide contacts, and the thoroughness of their investigations.

Executive search firms canvass their contacts and do preliminary screening. They seek out highly effective executives who have the skills to do the job, can effectively adjust to the organization, and most important are willing to consider new challenges and opportunities.

c. Temporary help Services:

This can be a source of employees when individuals are needed on a temporary basis. Temporary employees are particularly valuable in meeting short term fluctuations in personnel needs. The firms that take resort to such type of recruiting source also enjoy the benefit of avoiding the burden of excess employees.

d. Campus Recruitment:

It is a method of recruiting by visiting and participating in university campuses and their placement centres. Here the recruiters visit reputed education institutions with a view to pick up job aspirants having requisite technical or professional skills. Job seekers are provided information about the jobs and the recruiters, in turn, get a snapshot of job seekers through constant interchange of information with respective institutions. A preliminary screening is done within the campus and the shortlisted students are then subjected to the remainder of the selection process.

If campus recruiting is used, steps should be taken by the Human Resource Department to ensure that the recruiters are knowledgeable about the jobs that are to be filled and are capable of employing effective interviewing skills.

e. Professional Organization:

Organization like the chambers of commerce and industries, engineer's institutions, management associations, etc. may act as external sources of recruitment. These lists to members. It is also common practice to provide placement facilities at regional and national meetings where individuals looking for employment and companies looking for employees can find each other.

Selection Process

The selection process can be defined as the process of selection and shortlisting of the right candidates with the necessary qualifications and skill set to fill the vacancies in an organisation. The selection process varies from industry to industry, company to company and even amongst departments of the same company.

The whole recruitment & selection process in AMRI HOSPITAL: -

- CV/Resume selection
- Short list
- Initial screening interview
- Calling
- Interview done
- Written test
- Pre – employment health checks up
- Vaccination registration
- Performance appraisal
- Final employment decision
- Placement

CV/Resume selection:

It is the first process of selection process. It means course of life and also it is detailed document of highlights a candidate's professional and performance history. It is the process of selecting and choosing the right candidate, who is most suitable for a vacant job position in an organization.

Shortlisted:

It shows that the candidate is being considered for the vacant job and in this selection process which is likely a personal/phone interview, a test, or further review by one or more staff with greater seniority.

Initial screening interview:

This step is also known preliminary interview as conducting. When there is large no of applicants for a post, it becomes necessary to reduce the no by conducting initial screening interview. The objective of this is to weed out those applicants who are not suitable for the post and thereby reduce the burden on the persons who have to complete the remaining stages in the process of selection.

Calling:

After the interview fixing process over then the shortlisted candidates will receive a call regarding to their date of interview.

Interview done:

An interview is beneficial to both the candidate and the organization, for it helps them to grow. It is designed to obtain information from a person through oral responses to oral inquiries.

Written test:

- Aptitude test
- Technical test
- Subject test
- Logical reasoning
- Analytical test

Pre-employment health check-up:

A Pre employment health check-up establishes baseline health related data against which the future health status of an employee can be compared. It identifies existing medical conditions, including lifestyle and contagious diseases which could get adversely affected by occupational exposure. There are many benefits of Pre-employment health check-up like It will assess physical and mental aspects of the employees' health which will help the companies to avoid work-related injuries and illnesses. It is essential for companies to have corporate health check-up which will save their time and money in future.

There are various types of diagnostic tests done by the hospital (like X-ray test, urine test, blood test, eye test etc.) to assured that the candidate health condition is good.

Vaccination registration:

Some declaration forms are there to check out the vaccination tracker status like hepatitis-B (3 doses) and covid vaccination status, and Vaccination is a simple, safe, and effective way of protecting others against harmful diseases, before it come into contact with any other person.

Performance appraisal:

According to the performance of all the shortlisted candidates the organization appreciate all the observation and work done by the interviewee.it is the review and overall contribution of the interviewee to their achievements and growth.

Final employment decision:

The final decision has to be made from the pool of individuals who pass the tests, interviews and reference checks. The final decision indeed becomes a difficult task when there are a large number of job seekers lined up for final selection, as has happened to HR people in infuses.

Placement:

After all these above processes done at last the placement is done by the organization to the candidate who is suitable for the job and the candidate is ready to join the organization in his proper joining date.

HUMAN RESOURCE RECRUITMENT

1. Vacancies shall be ascertained based on the manpower planning document and approved budget,
2. All shall be suitably advertised internally and externally as per communication guidelines.
3. Defined criteria shall be put in place for the interviewing and selection to staff.
4. For positions in Nursing, Laboratory, Radiology and Pharmacy written tests shall be conducted.
5. Short listed candidates shall be interviewed by a minimum of two persons (HR Manager, HOD and General Manager)
6. It is a must that the General Manager has interviewed all candidates who are selected.

The General Manager's approval shall be required for the following:

1. Approval for manpower requirement within the define budget.
2. Approval for finance requirements for all HR activities within the defined budget.
3. Changes in existing pay scale, salaries and benefits except regular increments as defined by budget including increment levels for supervisors and below with information to Indian Management Office (IMO).
4. Transfer of Supervisors and below from a hospital to another within the detained budget with information to Indian Management Office (IMO).
5. The General Manager shall also approve every staff other than employees hired, placed and terminated.
6. At the day of reporting, the candidates are required to being the original papers & documents, which is required to submit to the HR department.
7. After the entire training is being completed the feedback form is further given to trainees to know about the effectiveness of the training. For given to the trainees regarding staff skills then an effective training form is introduced.

IMPORTANCE OF RECRUITMENT AND SELECTION FOR THE COMPANY

Choosing the methods used for the recruitment and selection process is an important part of the success or failure of the operation. There are several sources and techniques that organizations can use to structure, simplify, and streamline the process.

To be successful in attracting qualified professionals to fill vacancies, it is important to consider some important steps in the process.

- Attract and increasingly encourage applicants to apply in the organization.
- Create a talent bank to select the best candidates for the organization.
- Determine the present needs and future requirements of the organization by planning and analysing the job activities.
- Recruitment and selection is the process that unites employers with employees.
- Increase candidate database at minimal cost.

- Help increase the success rate of the selection process by decreasing the number of unsuitable candidates, differentiating them from qualified or overqualified candidates.
- Helping reduces the likelihood that recruited and selected job applicants will leave the organization after a short period of time.
- Know the legal and social obligations of the organization, regarding the composition of its workforce.
- Start with potential job candidates by identifying and preparing the appropriate candidates.
- Increase individual effectiveness and the various sources and recruitment and selection techniques for all types of job seekers.

Summarization

During my internship. I gained practical knowledge on how the Human Resource organization operates and coordinates its resource division of any activities to ensure smooth functioning of the organization at all levels by ensuring right numbers of people are available at the right time to do the right job not only that, I have also gained insight into the working culture of the organization and observed how AMRI handles its employees with value and empowerment to ensure, they are motivated to give their best to the organization. The report starts with an organization profile of AMRI Hospital giving its background, mission, vision, its products and services, the hierarchy and organogram of the organization.

The next section comprises the project, Human Resources Management in AMRI Hospital. The project encompasses introduction to the topic, recruitment & selection. Each part contains detailed discussion of the HR functions followed by Organization Practices at AMRI Hospital which basically conveys how things are done in the HR Department. The next part of the project carries out SWOT analysis that touches upon strengths, weakness, opportunities & threats to the organization followed by findings and recommendation on critical factors regarding Human Resource Management of AMRI. Finally, there is the conclusion followed by references.

CONCLUSION

Health care is getting more & more complex with the increased advent of new technologies, intensive care units & specialized nursing care approaches required in these units as well as in wards. The patients are becoming more conscious & discerning and demanding now days. The reputation of the hospital greatly depends on the care and facilities given to the patients & patient party. The health care industry in India is in the era of declining profits, decreased of hospital & increased development cost.

The AMRI HOSPITALS, BBSR services & patients are better. But there are certain problems in the hospital, which are need to be solved. There are lack of workers & staffs, which need to be modified. The hospital has good facilities & infrastructure and well equipped with the latest technology. The hospital serves a good quality of patients care in every field. The Group D staff and nurses of this hospital can be best.

The demand on quality services in hospital is increasing & many hospitals have realized that the quality is essential for their services & utilities and in lowering their cost & graining a better over their rival hospitals. There must be a focus the patients need & the ways to meet those needs. And on-going support system & promotes continuous improvement in the "quality Care".

BIOBLIOGRAPHY AND ANNEXURES

To make this project followings were being consulted namely: Direct observation and data collection.

Internet:

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- <https://www.amrihospitals.in>
- www.sildeshare.com
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