A Study on Recruitment and Selection Process in the Health Care Industry

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ABSTRACT

Better recruitment and selection process will improve in the organization outcomes; The main objective is to understand the most common hiring factors which influencing during recruiting and selecting the employees in healthcare industry. The data was collected by structured questionnaire with the sample size of 30 through non-probability convenient sampling method and analysis with the help of SPSS software. The findings of the study explain that experienced people who have domain knowledge get selected and preferred in the healthcare industry.

INTRODUCTION

Recruitment and selection is the main drive pool in Human Resource Management and also it involves searching 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 against position descriptions and specifications.

Recruitment is the process of attracting, short listing, selecting and appointing suitable applicant for the job within an association. Different organization needs different requirements, as per the requirements this consultancy work effectively and efficiently with

the required skills towards the candidate. This project mainly concentrates on the hiring factor which influence during recruiting an employee in the health care industry.

OBJECTIVE OF THE STUDY

- ➢ The primary objective of this study is to analysis Recruitment process in health care industry
- ➢ To observe the procedure for selecting the candidates by various sources
- ➢ To find out the various hiring factors influence during recruiting process in health care industry.

SCOPE OF THE STUDY

- ➢ This study helps to identify the parameters which are highly influencing during recruiting.
- ➢ For recruiting this study also helps the organization by understanding their most common hiring factors.

LIMITATIONS

- ➢ The time frame given for the researcher is limited, so this research cannot be applied for every concern.

REVIEW OF THE LITERATURE

BABER [1998] recruitment is the practices and also the activities carried by the organization to identify the capable employees. During hiring there is a most common factor which influencing the selection process that will identify the potential of the employees who will capable for filling vacant positions.

COSTELLO [2006] Organization has a set of activities which help to bring the good candidate at the right place and at the time. In Health care industry they will select a candidate only if they have any experience in any health care industry.

MULLINS [1999] in high performing organization like health care industry, human resource management must be able to select the right candidate for the job. (1) Recruitment, selection, hiring (2) Job placement (3) Training and development (4) health, safety and security. This is the support which is given by human resource management to the organization

ODIORNE [1984] the quality of new recruits depends upon an organization recruitment practice, whether the effectiveness of selecting the candidate has some common hiring practices during recruiting.

BURACK, [1985] Recruitment sources are linked with the employee's performance. In a survey of nine recruitment sources it yields high quality and high performance employees. The three top ranked sources are employee referrals, college recruiting, and executive search firms.

MIYAKE [2002] In this research paper they reported that most of the organization are following structured interview during selection process. So it has some common hiring factors influencing the recruiting sources.

KAPLAN AND NORTON [2004] Most of the recruitment process are held through telephone interview rather than personal, the survey has proved that not only recruitment process but also data collection are been done through telephone. In recent times telephone survey methodology has proven that telephone recruitment are increasing in every organization.

SILZER ET AL [2010]The process of selecting the appropriate candidate will contain various factors but most of the retaining are happen in selected candidate due to the process of hiring.

RESEARCH METHODOLOGY

SAMPLING DESIGN

For the study, the researcher has chosen hospitality industry, and also collected the data from the interviewer and also from secondary data through convenient sampling.

SAMPLE SIZE

Here the respondents are the Interviewer and also HOD of each department. This survey has been collected from 30 respondents through convenient method.

QUESTIONNAIRE DESIGN

These five-point Likert scale was selected as the response mode for the questionnaire. Every interviewer was asked to tell whether and how strong they are satisfied and dissatisfied the suggestion which I have been made. This is completed by picking a five-point scale. The interviewer can then be given scores e.g. from 1 to 5 was found in this survey. Then the scores can be summed by keeping each and every response which I get in order to give attitudinal scores for each question.

DATA COLLECTION

Primary data

      Primary data are been collected by distributing the questionnaire to the Interviewer (HR and HOD of each departments) in the hospital. The questionnaire where carefully made by taking a parameter of my study.

Secondary data

Besides primary data, the secondary data are been collected for my study. Like, selected Employees files which have been kept in the organization and also getting data by Articles for understanding of my study.

TOOLS OF SURVEY

      The data has been collected through both the sources and then interpreted with the help of statistical tool like percentage analysis and SPSS tool.

DATA INTERPRETATION AND ANALYSIS

PROFILE OF RESPONDENTS AND THEIR RESPONSES ON RECRUITING ANALYSIS

PARAMETERS	NO. OF RESPONDENTS	PERCENTAGE
AGE		
• 20-30	21	70
• 30-40	8	26
• 40-50	1	3
• Above 50	0	0
EXPERIENCE		
• 0-2 years	14	46
• 3-6 years	10	33
• 7-10 years	0	0
• More than 10 years	6	20
ATTITUDE OF THE EMPLOEES		
• Strongly agree	11	36

• Agree	10	33
• Neutral	8	26
• Disagree	1	3
• strongly disagree	0	0
COMMUNICATION		
• Strongly agree	3	10
• Agree	19	63
• Neutral	8	26
• Disagree	0	0
• strongly disagree	0	0
GROMMING		
• Strongly agree		
• Agree	11	36
• Neutral	12	40
• Disagree	6	20
• strongly disagree	1	3
	0	0
SKILLS		
• Strongly agree		
• Agree	13	43
• Neutral	15	50
• Disagree	2	6
• strongly disagree	0	0
	0	0
KNOWLEDGE IN THEIR FIELD		
• Strongly agree	7	23
• Agree	10	33
• Neutral	13	43
• Disagree	0	0
• strongly disagree	0	0

ANOVA TEST -1

Analysis between experience and attitude among employees in health care industry

TABLE-4.1

ANOVA					
attitude					

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	.305	2	.152	.182	.835
Within Groups	22.662	27	.839		
Total	22.967	29			

INTERPRETATION

From the table 4.1 it is found that signification level is greater than 0.05. So there is no signification level between Experience and attitude.

ANOVA TEST -2

Analysis between experience and communication among employees in health care industry

TABLE-4.2

ANOVA					
communication					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	1.219	2	.610	1.839	.178
Within Groups	8.948	27	.331		
Total	10.167	29			

INTERPRETATION

From the table 4.2 it is found that signification level is greater than 0.05. so there is no signification level between Experience and Communication

ANOVA TEST -3

Analysis between experience and grooming among employees in health care industry

TABLE-4.3

ANOVA					
Gromming					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	1.410	2	.705	.986	.386
Within Groups	19.290	27	.714		

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Total	20.700	29			

INTERPRETATION

From the table 4.3 it is found that signification level is greater than 0.05. So there is no signification level between Experience and Grooming.

ANOVA TEST -4

Analysis between experience and knowledge in their field among employees in health care industry

TABLE-4.4

ANOVA					
knowledge in their field					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	4.438	2	2.219	4.172	.026
Within Groups	14.362	27	.532		
Total	18.800	29			

INTERPRETATION

From the table 4.4 it is found that signification level is lesser than 0.05. So there is signification level between Experience and knowledge in their field.

FINDINGS

➢ In this survey, 70% of the employees are of the 20-30 years of age group, 26. % of the employees is of the 30-40 years of the age group, and 3% are of above 40 years.

➢ 46% of the employees are of 0-2 years of experience, 33% are of the 3-6 years of experience and 20% are above 10 years experience.

➢ 36% of the interviewer is extremely satisfied with attitude of employees, 22% of the interviewer are satisfied.

➢ 63% of interviewer is satisfied, 10% of the interviewer is extremely satisfied, and 26% are neutral with communication level of the employees.

➢ 40% of interviewer is satisfied, 36% of the interviewer is extremely satisfied, and 20% are neutral with grooming of the employees.

➢ 50% of interviewer is satisfied, 43% of the interviewer is extremely satisfied, and 6% are neutral with skills of the employees.

➢ 33% of interviewer is satisfied, 23% of the interviewer is extremely satisfied, and 43% are neutral with knowledge of the employees.

➢ According to the analysis, it is found that there is no statistically significant difference between experience and attitude.

➢ Similarly there is no statistically significant difference between experience and communication; no significant difference between experience and grooming and no significant difference between experience and skills

➢ According to the analysis, we found that there is statistically significant difference between experience and knowledge in their field. Experienced people who have domain knowledge get selected and preferred in the healthcare industry.

SUGGESTION

➢ In healthcare industry more Knowledgeable employees who has experience in their field are selected.

➢ It is suggested that, the organization also give equal importance to the fresher who are ready to learn about their field and work hard.

CONCLUSION

In every organization recruitment and selection plays a vital role. According to the analysis, it is found that there is no statistically significant difference between experience and attitude. Similarly there is no statistically significant difference between experience and communication; no significant difference between experience and grooming and no significant difference between experience and skills. This study reveals that experienced people who have domain knowledge get selected and preferred in the healthcare industry.

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